

Position:	Manager, Applications Development and Support Services	FLSA:	Exempt
Department/Site:	Information Technology	Salary Grade:	46
Reports to/Evaluated by:	Director of Educational Technology	Salary Schedule:	Classified Management

SUMMARY

Manages the operations and development staff of the Information Technology Services Department. Assesses department and individual user needs and insures that the department is able to meet them. Routinely performs technical and complex tasks relative to the position.

DISTINGUISHING CAREER FEATURES

Under general direction, independently manages the systems, development, and operations of the Information Technology Services Department. Plans, organizes, supervises and performs department activities. Accountable for the supervision and efficient performance of department staff in a highly technical arena. Accountable for insuring that the system is able to meet the needs of all users. High level of contacts with District and school site users to install programs, train staff and users and resolve technical problems. Errors in judgement by incumbent or staff may have major impact including time delays, additional cost or erroneous programs.

This is the third highest position in the technology series and requires specialized knowledge and education in the computer science field equal to the attainment of a BS degree. Experience providing management and supervisory skills required beyond formal education. Advancement on this track is limited to the senior level position and requires additional training or education in management systems plus experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, prioritizes, assigns, supervises and reviews the work of staff responsible for providing computer systems and applications programming development within the Information Technology Services Department.
- Participates in the selection of professional computer programming development staff. Provides or coordinates staff training. Works with employees to correct deficiencies. Implements discipline procedures.
- Coordinates requests from users for programmer/developer assistance. Coordinates, tracks, monitors requests. Assigns projects to appropriate staff.
- Prepares various reports on programming development projects and activities. Participates in the preparation administration of the Information Technology Services Services Department budget. Submit budget recommendations and monitors expenditures.
- Recommends and assists in the implementation of goals and objectives. Establishes schedules and methods for providing computer systems and applications programming development. Implements policies and procedures.

- Prepares documentation for new programs and changes to existing systems in accordance with established standards and procedures.
- Participates in the selection and acquisition of computer system hardware and software systems. Conducts feasibility studies and prepares system proposals.

QUALIFICATIONS

Knowledge and Skills: Requires specialized knowledge of computer sciences including application systems, operations and PC networks. Must know the operating capabilities of data processing equipment. Must have strong PC skills and knowledge. Thorough understanding of District operations, goals, objectives, policies and procedures is essential. Requires strong management and administrative skills. Requires strong communication skills in order to interact with a wide range of internal and external contacts. Supervisory and leadership skills to direct professional and technical staff are required.

Abilities: Incumbent must be able to perform the various aspects of the job including the ability to effectively plan, develop and implement complex and detailed administrative and technical programs and projects. Must be able to analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs. Must be able to develop programs and systems within the operational goals of the district and individual departments. Should be able to do long range forecasting in order to determine program and equipment needs. Will be able to supervise and lead a professional and technical staff.

Physical Abilities: Requires good arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers and speaking and hearing to communicate in person or over the phone.

Education and Experience: BS Degree in computer sciences with 5-8 years related experience of which a minimum of 3 years are in a lead or supervisory capacity. Additional in-depth experience plus related college level classes may substitute for the degree requirement.

Licenses and Certificates: No Special licenses required.

Working Conditions: Work is performed indoors where minimal safety considerations exist. May also require traveling to school sites.