

CLASSIFICATION SPECIFICATION

Applications Manager

FT/PT Class Code: 5142, 5642 Pay Grade: B/C 21 FLSA: Exempt Est. 09/12/16

SUMMARY STATEMENT: An incumbent is responsible for serving as the senior technical and functional lead for projects assigned by the Applications Director. An incumbent will develop project roadmaps and provide daily oversight and coordination for assigned projects, develop and maintain departmental policies and procedures as it relates to operations and data governance, and serve as the principal liaison for the functional users.

NATURE AND SCOPE:

An incumbent in this class reports directly to the Applications Director. An incumbent supervises staff, develops roadmap and milestone planning, provides oversight and coordination of student information systems and web services projects, provides oversight and coordination of the Banner Strategic Planning Committee and develops the applications budget in conjunction with the Applications Director. An incumbent serves as the principal liaison for the functional users within the Registrar's Office, Business Office, Financial Aid Office, Workforce Development and Community Education, and Human Resources.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Manages, trains, and evaluates applications technical staff. Supervises the research, design, development, and implementation of applications which integrate with in-house, third party, or SaaS solutions.
2. Serves as a managing technical lead and principal liaison to outside vendors for a variety of Applications projects as assigned by the Applications Director. Provides applications, SQL, and PL/SQL support to applications analysts.
3. Manages and monitors the operation of the student information system and web services, the security of the data being processed, and the accuracy and integrity of all data being stored within the databases.
4. Provides applications, SQL, and PL/SQL support to applications analysts.
5. Researches, prepares and manages assigned Applications project budgets. Develops and authors departmental policy and technical documentation.
6. Remains current with application developments and releases in order to make data-driven decisions regarding applications systems configuration and technology acquisitions.
7. Establishes long and short-term departmental goals, sets schedules, and prioritizes assigned tasks.
8. Serves as a senior technical lead for a variety of Applications projects as assigned.

9. Manages and monitors the operation of the student information system and web services, the security of the data being processed, and the accuracy and integrity of all data being stored within the databases.
10. Supervises and evaluates technical staff.
11. Coordinates the research, design, and development of applications which integrate with other online systems.
12. Remains current with technology in order to make data-driven decisions regarding applications systems configuration and technology acquisitions.
13. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of Banner Student Record System.
- ◇ Knowledge of Ellucian products such as Banner, Communications Manager and Degree Works.
- ◇ Knowledge of Banner specific modules, including General, Student, Financial Aid, and Accounts Receivable.
- ◇ Knowledge of state and federal laws, rules, and regulations applicable to the areas of responsibility.
- ◇ Knowledge of online transaction processing systems' implementation, processes, and procedures.
- ◇ Knowledge of the concepts, methods, and techniques of information resource management.
- ◇ Knowledge of the concepts, methods, and techniques of project management.
- ◇ Knowledge of database management systems, including relational databases.
- ◇ Knowledge of applications development processes and data analysis.
- ◇ Knowledge of maintenance agreements and software licensing.
- ◇ Knowledge of the concepts, methods, and techniques of record keeping, report writing, and technical documentation.
- ◇ Knowledge of budgeting, planning, and procurement methods.
- ◇ Knowledge of college policies and procedures.
- ◇ Skill in PL/SQL programming.
- ◇ Skill in systems and application programming, system analysis, and analysis of data processing problems.
- ◇ Ability to prioritize competing resources and to identify solutions to problems.
- ◇ Ability to plan and achieve short and long-term goals.
- ◇ Ability to communicate effectively both orally and in writing, with system users, management, and vendors.
- ◇ Ability to prioritize competing resources.
- ◇ Ability to identify solutions to problems.
- ◇ Ability to make data-driven decisions concerning new applications and system updates.
- ◇ Ability to communicate highly technical language in layman's terms.
- ◇ Ability to write clear, concise reports and documents.
- ◇ Ability to think critically and develop solutions quickly.
- ◇ Ability to respond to emergency situations at all hours.

MINIMUM QUALIFICATIONS:

- ◇ Bachelor's degree in a relevant field and four (4) years of experience in higher education with student information systems and applications development; or other equivalent combination of education and experience.