

## **IMPERIAL COMMUNITY COLLEGE DISTRICT**

### **DIRECTOR OF APPLICATION SERVICES**

#### **BASIC FUNCTION:**

Under the direction of Dean of Technology & Learning Services, the Director of Application Services is responsible for the development, implementation, and maintenance of all administrative computing applications and systems. This position performs a wide variety of highly specialized functions with respect to computer software including, but not limited to, code development in Oracle SQL, PL-SQL, Unix Shell scripts, C, Pro-C, Java, HTML, and Visual Basic. The Director of Application Services must ensure support for the Banner ERP System, including regular system upgrade, data transfer to and from other systems, configuration of the INB server and the database server, and the maintenance of the local mods.

Responsibilities include the supervision of assigned staff and the management of mission critical systems for the College. The Director of Application Services must collaborate effectively with members of the information systems staff and others in order to provide the college community with effective systems and services.

The position requires hands-on experience along with the ability to organize, train, and manage a team of software programmers.

#### **REPRESENTATIVE DUTIES:**

The responsibilities of the Director of Application Services need to be in synch with the evolution of information technology. As the technical leader and manager of the assigned staff, the responsibilities include the following:

1. Supervise assigned staff. Develop, implement, and enhance day-to-day technical services and support in software applications. Enhance professional development of subordinates.
2. Organize, prioritize, document and assign tasks to be performed and prepare required management reports.
3. Perform and manage installation, configuration, testing and troubleshooting of software applications on laptop, desktop, and server computers, including periodic upgrades when applicable.
4. Maintain support of the Banner ERP system, including regular upgrades.
5. Design, develop and maintain software applications that support the user needs, such as producing various kinds of data reports.
6. Manage the MIS data reports submission to the California Community College Chancellor's Office based on the specified timeline. Ensure data quality in the reports.

7. Work with vendors with respect to contracts, software license, installation, support, and maintenance issues according to District policy.
8. Maintain system backup and restore procedures for the Banner system and other major software applications, including secure offsite storage of backup media.
9. Maintain software security, including the Banner system. Perform intrusion detection, and periodic virus detection and eradication.
10. Monitor and optimize software performance and utilization; tune system configurations for optimal performance, monitor usage including adding and modifying users; generate reports related to performance and usage.
11. Participate in the IVC Banner User Group meetings. Collaborate with campus Banner users, determine user needs and help resolve issues in daily operations.
12. Participate in the California Community College Banner User Group and the Sungard Higher Education California Solution Center meetings. Monitor upcoming release features and relate the information to the campus Banner users.
13. Assist in evaluating new software applications.
14. Manage and improve the Information System Help Desk operation and respond timely to resolve software related issues.
15. Maintain a support library of manuals, software and other materials.
16. Participate in committee discussions; attend technical support meetings and related events. Work with project teams consisting of student workers, faculty, department chairs, and lab technicians as needed.
17. Recruit hire, train, schedule, and supervise student workers as needed.
18. Provide after-hours support including on-call and on-call-on-site response as needed.
19. Perform other related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

The knowledge of the Director of Technical Services needs to evolve with the advancement of information technology. Currently, the following knowledge is required:

1. Project management, including principles, practices and procedures of software development, code maintenance, and system test to support the various software applications in the Windows, Unix, and Linux environment.
2. Technological insight of software architecture, computer network principles and protocols; LAN/WAN topology and security; capability and limitation of computer equipment and software.
3. System administration of Oracle database management system.
4. System administration of Windows server, Solaris and Linux operating systems.
5. Programming languages including Oracle SQL, PL-SQL, Unix Shell scripts, C, Pro-C, Java, HTML, and Visual Basic.

6. Safety regulations involving computers.
7. English usage, grammar, spelling, punctuation and vocabulary.

The abilities include:

8. Meet schedules and deadlines. Work independently, and under time pressure to provide required results within designated timelines.
9. Supervise and evaluate the performance of assigned staff; provide technical guidance to them, plan and organize work, track work progress and quality.
10. Plan expenditures for hardware and software for District-wide use; provide input to the Dean of Technology & Learning Services for annual budget submission.
11. Read, interpret, apply and explain codes, rules, regulations, policies and procedures.
12. Design and implement software applications to support user's needs. Identify and resolve issues in computer security, and system performance. Prepare and maintain a variety of records and reports.
13. Maintain currency of qualifications for area of assignment.
14. Work cooperatively with others. Communicate effectively both orally and in writing with a diverse user base, including students with disabilities.
15. Maintain sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

**MINIMUM QUALIFICATIONS:**

Must meet one of the following qualifications under (a) through (c):

- [a] A Bachelor's degree or higher in computer science or related field with emphasis on software development and maintenance with one year of field operation experience.
- [b] An Associate's degree or higher in computer information systems and three or more years of experience with enterprise software development, technical support operations, and enterprise system administration as an employee at the data center or the software development group of major corporations.
- [c] An Associate's degree or higher in computer information systems and three or more years of experience as an independent consultant providing services in software code development, enterprise network management, technical support operations, and enterprise system administration.

**LICENSE REQUIREMENTS:** A valid California driver's license.

**WORKING CONDITIONS:**

Duties are primarily performed in an office environment while sitting at a computer terminal, in the computer server room while standing in front of the computer rack, or in a meeting room while discussing issues with college personnel. Incumbents are subject to frequent contact with District and campus staff and administrators, demanding project timelines, and occasional exposure to noise from computer operations, and subject to working outside in inclement weather.

**PHYSICAL DEMANDS:**

Eyesight – corrected or uncorrected sufficient to read fine print. Speech – sufficient to speak in an articulate and understandable manner. Hearing – sufficient with or without the use of a hearing aid to hear telephone conversation. Able to sit for extended periods of time. Able to stand for long periods of time; manual dexterity and coordination sufficient to operate information technology equipment; use hands and fingers to finger, handle, or feel objects, a keyboard or other repair equipment, office machines, tools or controls; reach with hands and arms, bend, stoop, kneel or crouch; able to lift, move and transport boxes that contain equipment and supplies and computer equipment weighing up to 50 pounds; drive to various off-campus locations to conduct work.