



Job Description

JOB TITLE: Manager, Software Integration (SSSP)

PAY GRADE: CS-19

NEW POSITION: June 2015

*All job descriptions are intended to present a descriptive list of the range of duties performed by employees. They are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address the District's changing business needs/practices.*

SUMMARY DESCRIPTION

Under administrative direction of the Dean, Student Services, coordinates, directs, manages, and supervises the student services systems software integration functions for the District to support SSSP initiatives, District technology user processes and procedures, software utilization, and enhancement of applications throughout the district.

REPRESENTATIVE/ESSENTIAL DUTIES - *The following duties are typical for this job classification. Incumbents may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Facilitates and fosters business process analysis, conducts needs analysis and related functional requirements assessment specific to student success administrative operations. Leads research efforts to discover best-practice solutions to streamline business processes. Researches, recommends, and tests appropriate technology solutions to support transition to new business processes.
2. Supervises development or enhancement of new workflows and evaluates software functionality as it pertains to user processes and user experience to improve operational efficiency and effectiveness. Recommends and tests technology solutions, upgrades, new features or enhancements.
3. Provides analysis of relevant software usage to ensure compliance with applicable standards, regulations and mandates, as well as to maintain system of record standards and data integrity.
4. Develops reports and/or report specifications to support strategic SSSP decision-making and to measure performance of software and business practice projects according to key success measures.
5. Assumes management responsibility for assigned SSSP projects for the District providing leadership, communication, and direction for cross-functional teams from various departments throughout the district. Creates, monitors, and reviews project plans for project team members; assigns work activities to cross-functional staff, and identifies resources, issues, and risks. Proposes potential solutions to issues encountered.

Job Description

6. Prioritizes projects using established criteria; evaluates alternatives, determines time and cost estimates, assigns optimal resources and develops project timelines; monitors progress of projects, modifying resources, scope, and/or timelines as necessary and appropriate; prevents or resolves problems; performs post-implementation evaluation of projects.
7. Works cooperatively with all ERP\application specific job experts in the review and application of business related regulations and standards; communicates with users to determine immediate and future needs; develops and presents plans to users and District managers; ensures that technology solutions meet the strategic initiatives of Sierra College.
8. Establishes or adheres to information systems guidelines by which software extensions or integration interfaces are specified.
9. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and processes.
10. Selects, trains, motivates, and evaluates appropriate personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Participates in the development and administration of the annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
12. Keeps abreast of current technology and student services trends and developments; attends workshops, conferences, trade shows, and seminars; assimilates and disseminates relevant technology information; researches material and information for decision making.
13. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
14. Provides training to users on software features or enhancements; optimizes use of current student services and administrative information systems.
15. Monitors and maintains systems security measures and procedures.
16. Serves as the liaison for with other divisions and departments to resolve inefficiencies; negotiates and resolves sensitive and controversial issues.
17. Serves on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

Job Description

18. Conducts a variety of organizational studies, investigations, and operational studies; analyzes and recommends modifications to information systems programs, policies, and procedures as appropriate.
19. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of information technology, process analysis and implementation; incorporates new developments as appropriate.
20. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and abilities required to successfully perform the assigned duties of this position.*

Knowledge of:

- Operational characteristics, services and activities of information systems analysis and programming functions.
- Operational characteristics of electronic data processing systems.
- Principles and practices of systems analysis, design, development, implementation and maintenance.
- Principles and practices of program development and administration.
- Methods and techniques of project management.
- Methods of management information systems development and project control.
- Systems process analysis management techniques.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Oversee and participate in the management of a comprehensive software analysis program.
- Oversee, direct and coordinate the work of lower level staff.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Select, supervise, train and evaluate staff.
- Participate in the development and administration of goals, objectives, and procedures.
- Prepare and administer large program budgets.
- Prepare clear and concise administrative and financial reports.
- Perform systems analysis, design, development and implementation functions.
- Develop effective system maintenance procedures.
- Prepare clear and concise reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze, and evaluate new and existing service delivery methods and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.



Job Description

- Communicate clearly and concisely, both orally and in writing.

Education and Experience Guidelines: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training: A Bachelor's degree from an accredited college or university with major course work in management information systems, computer science, project management or a related field.

Experience: Five years of increasingly responsible systems analysis and/or business processes experience including two years of administrative and supervisory responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.