



Job Description

JOB TITLE: Applications Product Manager
PAY GRADE: CS 16
LAST REVISED: July 2021

Under the direction of the Manager, Software Integrations SSSP, the Applications Product Manager performs a variety of responsible and complex duties related to the management, operation, and activities/services of the District's department to ensure enterprise applications effectively meet the college's business requirements. The primary roles of the Applications Product Manager will be:

- Overall Management of integrated enterprise applications supporting student equity and success
- Navigate governance/political environment to assure participation and support of implemented applications
- Ensure scalability and equitable implementation of enterprise applications
- Create and curate case management practices in the District's student case management and early alert system

This position will discover, coordinate, approve and track new system enhancements, working closely with faculty and instruction and where they interface and integrate with applications supporting student equity and success. Establish priorities, workflows, and responsibility charts, ensuring end-to-end planning of product enhancements and upgrades.

Additionally, this position provides leadership to foster innovation in maintaining and enhancing the usability and product management of the District's strategic enterprise applications. The Applications Product Manager participates and makes recommendations in the department budget, manages projects and work requests, and serves as a liaison between Enterprise Applications and other areas of the college.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The Applications Product Manager must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes former foster youth, first-generation students, persons with disabilities, undocumented scholars, individuals from historically underrepresented communities, various gender identities, sexual orientation, and other groups to ensure the District provides strategies for success and pro-active, student-centered practices and policies committed to eliminating equity gaps.

ESSENTIAL DUTIES

1. Primarily responsible for the oversight, permissions and functional management of software application used by the district, with a focus on those systems used by students, directly in the service of students, or by instructors and academic support personnel.
2. Utilizes district tools to initiate and implement processes and workflows for enhancement requests, issue reporting, issue resolution and issue tracking, with a particular emphasis on changes that support student outcomes and the district strategic goals for equity and success.
3. Proactively seeks ways to assess the efficacy of software systems to support the equity goals of the district and to solicit student feedback regarding the usability of systems.

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4. Provides leadership in the research, identification and analysis of new and innovative projects that improve performance, reliability, and ease of use of enterprise applications to help the District operate more effectively and efficiently.
5. Obtains and provides specifications for the District's enterprise applications and related services including but not limited to customizations, upgrades, software installation, bug fixes, application security and high availability, and file structure. Liaison with ITS operations staff and management as needed to ensure proper operation optimum service delivery.
6. Participates with other management employees within Information Technology Services in the development, implementation, interpretation, application, and update of policies, procedures, guidelines, and objectives related to the security and reliability of assigned enterprise applications.
7. Supervises the generation of various reports and data files in coordination with Institutional Research to provide data driven information to the state Chancellor's Office, District end users, and various external organizations.
8. Provides leadership in advancing enterprise programming and system enhancement projects of reasonable scope. Creates and updates project plans including schedules, stakeholders, and budgetary information.
9. Develops and maintains close collaborative working relationships with departments, committees, and end-users. Serves as liaison between the Programming staff and users on the development and execution of programming projects.
10. Develops, implements, and conducts end-user training sessions on the District's enterprise applications, and any supported interfaces or applications used to extract data from the systems.
11. Reviews and analyzes the testing of enterprise applications and/or programs to ensure completeness of controls, adherence to standards, security, completion of documentation, quality of output and efficiency of systems and programs. Engages end users in developing testing strategies and documentation that ensure maximum system and related application reliability, with an emphasis on usability.
12. Supervises and provides leadership to the assigned Enterprise Applications departmental staff including hiring, evaluating, training, developing work schedules, coordinating duties and assignments, and providing direction to all assigned personnel.
13. Provides assistance to the Manager, Software Applications SSSP to develop and maintain a Department Program Review that includes accomplishments and measurable goals as well as staffing and other resource requirements to improve department efficiency and overall district effectiveness.
14. Develops and monitors the budget for assigned programs. Analyzes and reviews budgetary and financial data. Controls and authorizes expenditures in accordance with established limitations.
15. Requests, negotiates, and reviews contracts and maintenance agreements with vendors for software, products, and services within assigned areas of responsibilities. Working with District Contracts and Risk Management office, ensures contracts and agreements are consistent with District guidelines.
16. Works with the Manager Software Integrations SSSP and the Chief Technology Officer to produce other various department specific plans including the Technology Strategic Plan and reports including strategic goals, staffing plans, etc. Performs projections and analysis of long-range data processing service needs.
17. Prepares an annual self-evaluation that includes evaluations of each assigned full-time staff person, the achievements and goals of the department, as well as the facility and staffing needs of the department.
18. Recommends and implements policies and procedures in conformance with Board Policy and all applicable laws, codes, and regulations. Recommends revisions as necessary to ensure compliance.
19. Participates in local, statewide, and national groups to develop collaborative relationships related to area of responsibility.
20. Performs other related duties as assigned.

MINIMUM REQUIREMENTS:**Experience:**

Four (4) years of full-time equivalent experience in a Management Information Systems, Enterprise Applications, or Information Technology department with at least two (2) years in a management, supervisory, or coordinator capacity. Experience in project management, programming languages and working in an ERP, student Case Management and Early Alert system, Customer Relationship Management (CRM), or other large enterprise application systems environment is strongly preferred.

Education:

Education equivalent to a Master's Degree in Business Administration, management information systems (MIS), computer science, information science, or a computer related field from an accredited institution, OR

education equivalent to a Bachelor's Degree (120 semester units) in Business Administration, management information systems (MIS), computer science, information science, or a computer related field from an accredited institution and Three (2) years of experience in addition to what is required above, working directly on developing and supporting enterprise applications may be substituted for the Master's Degree education requirement.

Desirable Qualifications:

Experience working with information processing, including programming, management of multiple programming development projects, maintenance of computer systems with emphasis on data control and multi-user interface.

Experience with virtual server environments, private/public cloud services environments, software maintenance and support working directly with technical staff, vendors, and consultants.

Experience with Ellucian's Banner ERP System.

Experience with EAB/Hobsons Starfish integrated student support system.

Knowledge of query language, tools, and report writer solutions.

Experience with development life cycle for Mobile Applications and Reporting Services.

DEMONSTRATED KNOWLEDGE AND ABILITIES:***Knowledge of:***

- Enterprise application system development and maintenance.
- Life cycle process for enterprise application development and ongoing support.
- Formalized systems analysis techniques, structured design techniques, and information systems implementation modeling.
- Windows and Linux Server Operating System in an enterprise environment.
- Software applicable to a Higher Education environment.
- Project management, project prioritization, and resource allocation.
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups.
- Historical and systemic inequities and the effects and trauma on underrepresented and underserved populations.

Ability to:

- Use leadership and management theories and practices in carrying out daily responsibilities.
- Engage in management and creative organizational leadership.
- Develop the leadership skills of others.

- Lead, implement, and manage change.
- Perform short-and-long-range planning to be successful in interpersonal relationships and evaluate the effectiveness of programs, personnel and relationships.
- Supervise, develop, assign, and evaluate staff for efficient operation of the department.
- Plan, develop, manage, and administer complex departmental operation budgets and contracts demonstrating knowledge of sound fiscal management principles and practices.
- Logically and realistically evaluate systems and procedures.
- Maintain and report valid and accurate data through programming and maintenance of enterprise systems.
- Meet deadlines and expedite procedures within area of responsibility.
- Compile clear, timely, accurate written reports.
- Communicate effectively both orally and in writing with faculty, staff, and state agencies.
- Establish and maintain effective working relationships with college faculty, staff, and representatives of local, state, and federal agencies.
- Plan, organize, and manage complex purchase processes, including negotiations with vendors for hardware and software acquisitions that maximize the utilization of available resources and enhance organizational efficiency.
- Communicate with peers, subordinates, supervisors, and students in an open, honest manner and build trust among all constituencies in the District.
- Be an effective and motivational member of a team.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.
- Approach all duties of the position with an equity-minded perspective that supports and promotes inclusion and diversity while supporting effective calling in practices;

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.