



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Applications Support Manager

**Class Code: 1377
Work Days: 225**

GENERAL PURPOSE

Manage, plan, organize, and supervise application support services within the Information Technology Division; to coordinate assigned activities with other divisions and outside agencies; and to provide highly responsible and complex administrative support relative higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.
2. May exercise direct supervision over management, technical, and/or support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Develop and implement goals, objectives, policies, priorities, and strategic plan; identify resource needs; establish schedules and methods for providing specialized services; recommend and implement policies and procedures.
 2. Manage, plan, organize, and supervise application support services within the Information Technology Division.
 3. Evaluate OCDE application support needs and apply technical principles and concepts to develop and support business solutions.
 4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.
 5. Review, investigate, evaluate, and select new technologies for current and future business needs; ensure that all technologies comply with Department of Education standards and strategic direction.
 6. Resolve difficult and complex application problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

7. Provide assistance to school districts, other divisions and departments on applications development, upgrades, and replacement.
8. Receive and analyze requests for system modifications or new application support in assigned program area; recommend and implement solutions to problems: or coordinate or perform detailed analysis, implementation, and testing of new applications.
9. Contact vendors for solutions, technical reference, and/or services required for systems expansion and maintenance.
10. Analyze procedures and data to develop logical solutions to complex applications support problems.
11. Create and perform complex application analysis design duties.
12. Evaluate application support practices and create support standards, policies, and procedures.
13. Keep up-to-date on business application support and implementation, database architectures, technologies, and methodologies, and attend training classes as necessary.
14. Conduct meetings with customers and transform requirements into effective implementations.
15. Monitor quality assurance and security procedures for business applications.
16. Independently perform complex application analysis.
17. Verify stability, interoperability, portability, security, and scalability of application architecture.
18. Install, research, test, and verify proper functioning of software updates.
19. Create and enforce security standards.
20. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
21. Demonstrate attendance sufficient to complete the duties of the position as required.
22. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, practices, methods, and techniques of information systems project management.
2. Methods and techniques used to test, and implement applications.
3. Principles and practices of computer programming and systems analysis.
4. Principles and practices of programming languages and operating systems.
5. Methods and techniques of evaluating business requirements and developing information systems solutions.
6. Concepts and principles of business application implementation and support.

Knowledge of (cont.):

7. Concepts and principles of web application design, development, and implementation.
8. Principles and practices of system testing, analysis, and security administration.
9. Principles and practices of program administration.
10. Principles and practices of budget preparation and administration.
11. Principles of supervision, training, and performance evaluation.
12. Pertinent federal, state, and local laws, codes, and regulations.
13. Methods and techniques of developing complex application training/support manuals and documentation.

Ability and Skill to:

1. Oversee and participate in the management of application support.
2. Manage multiple large scale complex projects.
3. Serve as project manager on large implementation and analysis projects.
4. Evaluate client business requirements and implement information technology solutions.
5. Perform highly complex systems analysis duties.
6. Design, configure, and test system hardware and software problems.
7. Troubleshoot highly complex hardware and software.
8. Research and evaluate new technology in assigned area of responsibility.
9. Troubleshoot and diagnose operational problems and articulate resolutions.
10. Participate in the development and administration of goals, objectives, and procedures.
11. Prepare and administer program budgets.
12. Prepare clear and concise administrative and financial reports.
13. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
14. Research, analyze, and evaluate new service delivery methods and techniques.
15. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
16. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.
17. Establish and maintain effective working relationships with various constituencies.
18. Prepare clear and concise correspondence, reports, and other written materials.
19. Establish and maintain effective working relationships with those contacted in the course of work.
20. Interpret and apply federal, state, and local laws, codes, and regulations.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in a computer related field, and five years of extensive experience in the areas of software application design, development, and support including two years of administrative and supervisory responsibility.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.

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