

SUPERVISOR, APPLICATIONS SUPPORT AND DEVELOPMENT

DEFINITION

Under general direction, supervises, organizes and coordinates user support and system development of the District's multi-module Enterprise Resource Planning (ERP) system applications; oversees complex application development projects; manages system upgrades and application enhancements; directs and provides ongoing supervision to information technology programming staff; provides technical leadership, and expertise in the areas of user support and systems programming to enhance the administrative functionality of the District's ERP system applications.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enterprise Application Systems. Exercises direct and general supervision over assigned professional and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class in the Information Technology Department responsible for the support, development, and system upgrades of the District's ERP system applications. The incumbent assumes critical oversight of projects focused on the on-going support and enhancement of the District's system. This classification is distinguished from other information technology classifications by its oversight of the enhancements and user support for the District's ERP system, the Ellucian Banner System. This classification is further distinguished from the Director, Enterprise Application Systems in that the latter has overall responsibility for all functions of the Enterprise Application Systems unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Designs, develops, and implements application enhancements to the District's administration system, Ellucian Banner; ensures adherence to detailed programming procedures and change controls.
- Selects, trains, mentors, motivates, and evaluates technical and professional personnel; provides or coordinates staff training.
- Reviews Requests for Enhancements (RFE's) to the Banner System; assesses user needs and requests; develops proposed solutions to meet user needs.
- Develops and maintains programming change/enhancement request log; prioritizes projects at the direction of the Director of Enterprise Applications.
- Serves as project manager for system development projects; develops objectives, timelines, assigns resources, work activities; plans, directs, coordinates, reviews, and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems/challenges; develops and maintains standard project documentation and reporting.
- Ensures appropriate completion and submission of all State-mandated MIS/320 reporting in-line with Ellucian Banner baseline functionality.
- Adheres to standards and procedures for client/server system development, database access, and reporting.
- Serves as liaison to vendor(s) for application support and problem resolution; identifies, tracks, and responds to user issues.
- Plans, organizes, and leads testing and installation of application updates and upgrades; participates in the impact analysis of upgrades and patches.
- Enhances and supports web application access to Relational Database Management Systems (RDBMS) data.

- Provides technical support, analysis, and programming to ensure complete and appropriate use of the Banner Administrative system.
- Assists in developing software and systems to optimize performance of RDBMS, client/server application access, and web applications accessing RDBMS data.
- Consults with other Ellucian Banner clients regarding user needs, product functionality, and proposed and existing application enhancements; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Enterprise Resource Planning (ERP) and multi-module software applications.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Serves on a variety of workgroups and committees; prepares and presents committee reports and other documents.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Oracle design and development environment.
- Reporting tools such as Argos and Form Fusion.
- Complex higher education integrated information systems.
- Database Functions, Triggers, and Views.
- Relational Database programming, reporting, and ODBC data access.
- Complex relational database management systems (RDBMS).
- Principles and techniques of web-based systems accessing RDBMS data.
- PL/SQL, SQL Plus, CGI, COBOL, C, UNIX, and client/server systems.
- Specific UNIX procedures/commands related to RDBMS analysis and programming.
- Ellucian Banner Software, Security, Naming Conventions, and Functionality.
- OSI Model.
- Security procedures and processes in a RDBMS environment.
- Principles and techniques of structured systems analysis and design.
- Operation and capabilities of computer equipment.
- Oral and written communication skills – both technical and end-user related.
- Theories, principles, and methods of standard project design, methodology, analyses, evaluation, documentation and reporting.
- Principles of database structures and management, computer programming, and systems development.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Record keeping principles and procedures.
- Research methods and technical documentation writing.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Develop and coordinate a comprehensive District-wide training program in software and systems applications.
- Plan, schedule, assign, and oversee activities of support personnel.
- Inspect the work of others and maintain established quality control standards.
- Identify and implement effective course of action to complete assigned work.
- Analyze and evaluate user needs and create, build, and modify forms, documents, and reports for data processing and reporting.
- Interpret, apply, explain, and ensure compliance with applicable District standards, policies, and procedures related to assigned area of responsibility.
- Compose clear and concise correspondence and reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Assist in developing and implementing programming and documentation standards
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information systems, or a related field, and five (5) years of progressively responsible experience in development, testing and implementation of a suite of integrated applications (ERP) including two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file

information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.