

JOB DESCRIPTION
San Diego County Office of Education

Senior Manager, Application and Systems Development

Purpose Statement

The job of Senior Manager, Application and Systems Development is done for the purpose/s of managing the development and software support of large-scale data applications; providing technical Enterprise Resource Planning (ERP) expertise in the design, development, technical evaluation, and stress testing of a large-scale enterprise business system that includes, but is not limited to, financial, budgeting payroll, purchasing, business intelligence, and human resources function for the San Diego County Office of Education, school district, community colleges and charter schools.

Essential Functions

- Analyzes applications, systems and user requirements (e.g. data sources, input requirements, reporting capabilities, workflow, etc.) for the purpose of creating and enhancing user requested specialized programs and systems.
- Assists with the implementation of new software and system applications for the purpose of addressing organizational needs and providing operational capabilities to users.
- Collaborates with other technical staff on the infrastructure for the ERP system and its supports (e.g. installation of hardware and software, sufficiency of capacity, conduction of stress-testing, etc.) for the purpose of ensuring appropriate backup and recovery in place for business continuity and disaster recovery purposes.
- Coordinates the testing, scheduling, installation, and support of ERP vendors-issued patches, fixes and enhancements for the purpose of ensuring the efficient and effective functioning of the work unit.
- Designs and supports system configurations and interface strategies for the purpose of troubleshooting, detecting and correcting ERP application errors.
- Leads and coordinates the development, maintenance and dissemination of electronic business continuity and data recovery policies, standards, procedures and practices for the purpose of identifying issues, developing recommendations, enhancing existing systems and/or providing solutions to current processing problems.
- Manages the scoping of necessary hardware and software for the purpose of supporting the uninterrupted availability of an integrated ERP system.
- Manages team operations, the maintenance of services and the implementation of new programs and/or processes (e.g. programming, specifications, testing, debugging, installation of complex business and educational application system, application modifications, customizations, report, inbound/outbound interfaces between the ERP system and third-party systems, etc.) for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Monitors translation of technical requirements to system specification, modification and enhancement for the purpose of ensuring systems meet identified objectives and priorities.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information and projecting a positive professional image in interacting with clients and project partners.

- Provides project status reports and risks to the Executive Director as assigned or as part of the ERP project standards for the purpose of communicating feedback and recommending potential solutions to identified needs.
- Serves as a technical resource to department and districts' staff for the purpose of providing information and/or advice regarding active or planned projects.
- Tests and/or monitors the testing of developed application software for the purpose of ensuring that product matches defined requirements and expected functionality.
- Troubleshoots and monitors application processes as assigned for the purpose of isolating bugs and resolving issues and/or providing user training.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records including developing and maintaining time estimates and schedules; reading entity-relationship diagrams; supervising staff and project groups; and using pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy application programming languages; system design; process and data modeling techniques; database theory; principles and practices of enterprise business system functionality; file transfers and file encryption (e.g. TSL, SSL); processes and practices in developing technical system documentation; software, hardware and related equipment used in large-scale data centers; database management software; practices and procedures for testing disaster recovery plans; Information Technology Infrastructure Library framework (ITIL); Information Technology Service Management (ITSM) principles; principals and techniques of computer applications development and data security in a complex client-server system and multi-platform environment; practices and techniques of human resources management and project management.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; communicating effectively with persons of varied technical background; meeting deadlines and schedules; and working with frequent interruptions; and communicating effectively and proactively orally and in writing.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing a department; directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 75% sitting, 15% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Bachelors degree in job-related area.

Equivalency A bachelor's degree in management information systems (MIS), software engineering, systems engineering, accounting, business administration, finance, computer science, or other field closely related to the knowledge and ability requirements of this classification from an institution of higher learning recognized by the Council of Higher Education Accreditation. A master's degree is highly desirable.

Seven years of experience in programming, including one year in data based and ERP experience. At least two years of management experience is required.

Required Testing

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Maintains Certificates and/or Licenses

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

FLSA Status

Approval Date

Salary Range

Exempt

Classified Management Grade M47