

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT  
SANTA ANA, CALIFORNIA

CLASS SPECIFICATION  
MARCH 2022

**MANAGER OF ENTERPRISE APPLICATIONS**  
**JOB DESCRIPTION – CLASSIFIED SUPERVISORY**

**POSITION OVERVIEW**

Under general direction, manages and coordinates development and support for enterprise software applications; plans, organizes, supervises and directs the activities of an applications development and systems programming section of professional staff; ensures the effective planning and completion of multiple software projects of varying size and scope to meet business area requirements; manages the planning, analysis, design, conversion, testing, implementation, and operation of enterprise applications; drives innovation and oversees software architecture design and integration with third-party applications; assumes and performs related duties and responsibilities as required. This position reports to the designated Information Technology Services supervisor or administrator.

**REPRESENTATIVE DUTIES**

- 1) Provides hands-on leadership in the design, development, support, and implementation of software applications.
- 2) Provides scope and prioritization on work assignments, paying strong attention to detail and deadlines.
- 3) Assigns, trains, evaluates and supervises staff.
- 4) Coordinates applications/database support and development activities through direct and indirect staff as well as contracted services.
- 5) Performs systems analysis and project management activities that include planning, designing, implementing, and maintaining districtwide business applications and reporting systems.
- 6) Follows development standards methodology based on best practices that accommodates changing business priorities.
- 7) Utilizes and promotes the use of enterprise tools and development/support standards, guidelines for security and accuracy of application software systems.
- 8) Manages, monitors, and maintains system integrity including Enterprise Resource Planning (ERP)/Student Information System (SIS), Learning Management System (LMS), business intelligence, reporting and other enterprise systems.
- 9) Communicates with personnel from a variety of departments including staff, faculty, administrators and various vendors and researchers to exchange information concerning existing and proposed application systems and to gather and document business requirements.
- 10) Represents the department on committees and workgroups and attends meetings related to district's application operations.
- 11) Leads in the development of technical specifications for services, technology and information systems.
- 12) Conducts process analysis, and drafts conceptual designs.
- 13) Ensures that team members are responding to, and troubleshooting reported problems pertaining to application performance and reliability.
- 14) Identifies the root cause of issues and develops and implements an approved approach for resolution.
- 15) Recommends funding and procurement of information systems enhancements.
- 16) Performs advanced programming tasks on development projects.
- 17) Provides technical assistance and guidance to staff assigned to work on application operations.
- 18) Leads the development of appropriate programs in accordance with user requirements and assures that documentation and training materials provide an adequate basis for system use.
- 19) Attends conferences, seminars and trainings to keep up with the industry in regard to the district's application software.

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**MANAGER OF ENTERPRISE APPLICATIONS**  
**JOB DESCRIPTION – CLASSIFIED SUPERVISORY (CONTINUED)**

**KNOWLEDGE AND ABILITIES**

Knowledge of:

- 1) System design, development, implementation and application support and troubleshooting principles and practices.
- 2) Understanding of database management principles and practices.
- 3) Project management principles, advanced systems analysis methods and techniques of IT applications and development such as Agile Software Development and Scrum principles.
- 4) Understanding of applicable Federal, State, and local laws, rules, and regulations affecting data collection, processing, consolidation, analysis, and reporting.
- 5) ERP/SIS, LMS, CRM, and CMS applications business and back office applications, preferably used in an educational environment.
- 6) Understanding of Forms and Reports Relational Database programming, ODBS and API data access.
- 7) Experience developing and implementing standard operating procedures.

Ability to:

- 1) Act as a lead programmer, senior developer, project manager or technical supervisor.
- 2) Programming capabilities using object-oriented computer languages and ability to support complex relational database management systems.
- 3) Ability to evaluate and design new systems and apply them to new or existing business processes, while facilitating staff and end user training.
- 4) Ability to provide excellent customer service, manage enterprise-wide application system projects and communicate technical information to a non-technical audience.
- 5) Capability to support public and private cloud computing environments and develop automated business systems.
- 6) Maintain current knowledge of trends and technological advancements in assigned areas of responsibility.
- 7) Demonstrated sensitivity to, and understanding of, the diverse academic, social, economic, cultural, disability, and ethnic backgrounds of community college students and staff.
- 8) Ability to establish and maintain effective and cooperative working relationships with members of the user community and Information Technology personnel while exhibiting tact, patience, and diplomacy.
- 9) Exhibit proficiency in clear and concise verbal and written communication.

**MINIMUM QUALIFICATIONS**

Education and Experience:

Bachelor's degree in Information Technology, Computer Science, Business Administration, Business Systems Computer Science, or a related field and five years of increasingly responsible experience with application development/database reporting, enterprise information systems, system or data architecture, formal software development methodologies.

Board Approval: March 14, 2022