Job Description

Job Title: Applications Support Manager   **JTC: TSF**

Salary Range: N07   **FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for the development, testing, implementation and support of the information technology applications to achieve the efficient and effective delivery of services and information.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and understanding of application architectures, computing platforms, integration of systems, disaster recovery and business continuity planning. Extensive experience in implementing and upgrading major business applications and understanding their architecture.

Proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of critical information and software systems. Detail oriented, strong analytical and organizational skills with the ability to analyze, diagnose, recommend and implement process improvement changes.

Must be able to work effectively with diverse cultures and populations, building relationships with stakeholders and constituents through teamwork and direct communication. Ability to perform well under pressure in a fast-paced, change oriented environment. Ability to multi-task using effective time management to resolve issues with minimal supervision.

Ability to support multiple lines of applications from medium to highly complex technologies with multiple concurrent users, ensuring control, integrity and accessibility. Demonstrates competency in application program code and design work-through; and effectively provide constructive input for application improvements.

Demonstrated experience leading a development team in custom application development supporting complex operational and business system application development. Excellent communication skills, both verbal and written; includes the ability to communicate clearly and confidently to different audiences simultaneously, such as business, technical, operations, and senior management. Ability to provide effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree or higher in related field plus two years of relevant work experience. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for supervising and maintaining the organization's repository of software applications through best practices and the appropriate staffing and management of a technical team. Responsible for providing leadership and coordination to ensure the systems meet the functional requirements of the organization. Effectively manages the design and development of application software solutions as related to supporting the workplace computing environment. Manages and provides leadership and direction to staff and ensures that the staff is following policies and procedures of the district.

Responsible for planning and coordinating the processes required for the provision of user applications and systems necessary for business operations. Comply with standard processes when implementing solutions. Improve application functionality and performance and provide suggestions for systems and business improvements. Keeps up-to-date on latest technologies and best practices through professional development activities.

Manages internal and external relationships with diverse populations, internal/external to the DCCCD community network, ensuring quality service and support. Collaborates with the applications and IT operations team to solve complex procedural, operational and technical problems. Manage application projects, providing technical and project management methodologies when required.

Provide technical leadership and expertise on business system architecture, and application integration, analyzing business requirements, crafting appropriate, cost-effective and logical solutions. Sets standards for systems management, systems integration and system development across the organization. Oversees interactions with diverse suppliers/vendors to maintain quality service.

Facilitate the creation and updating of policies, procedures, and guidelines as applicable to application solutions and best practices. Provides communication and education of deployments, upgrades and workflow changes. Must have excellent listening, oral and written communications to communicate with a diverse array of stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.