



**APPROVED BY: THE CHIEF  
EXECUTIVE OFFICER**

**EFFECTIVE: May 2019**

**SYSTEMS DEVELOPMENT AND SUPPORT MANAGER**  
(Job Description)

**PURPOSE**

The Systems Development and Support Manager is assigned to the applications support unit and manages the District's enterprise resource planning (ERP) system, asset management system, geographic information system (GIS), Oracle Development, and internal and external websites.

**REPORTS TO**

Unclassified Manager

**JOB DUTIES**

*In addition to the job duties outlined in the Information Services Manager class spec, the following are typical duties performed within this assignment. The duties specified below are representative of the nature and level of duties of this assignment and are not intended to be an inclusive list. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. Management reserves the right to add, modify, change, or rescind the work assignments of different positions.*

1. Plans, manages, and oversees staff responsible for database administration, systems development and support.
2. Provides leadership and analytical support in assessment of overall functionality of information systems, integration with existing and planned systems, and implementation and ongoing support.
3. Manages and participates in the development, design, implementation, and modification of District-wide and division/unit specific business applications and platforms, including applications development and support, database administration, systems administration, and internal and external websites; directs the review, analysis, and modification of existing systems and applications; coordinates the design, development, upgrading, implementation, and testing of new systems and applications.

4. Coordinates and directs District-wide technology functions to facilitate and enhance the collection, management, manipulation, reporting, and distribution of computerized data used for analysis; monitors, analyzes, and develops systems and business processes to meet District needs; ensures smooth functioning of systems and proper control of computerized data.
5. Prepares and develops project specifications; evaluates third party software applications; ensures new and revised software applications adapt with existing computer systems.
6. Coordinates, directs, and participates in the installation, configuration, maintenance, and updating of operating and management systems; ensures proper confidentiality, security, and integrity of data and information.
7. Monitors and evaluates computer systems, databases, and applications for operational efficiency; responds to staff input concerning technological needs; develops, writes, and maintains complex and highly technical programs for administrative applications.
8. Leads and guides project teams in execution of applications support projects, including developing strategies to complete work and ensuring compliance with acceptable information services standards and District procedures.
9. Represents the District to consultants including developers, vendors including enterprise-wide software, user groups, and colleagues from other agencies.
10. Performs other duties as assigned.

## **QUALIFICATIONS**

### *Knowledge of:*

1. Industry standard information technology principles, practices, and methods as applied to systems analysis, design, development, implementation, maintenance, and security; database administration, structures and management; and software evaluation, selection, and installation.
2. Organization and quality management practices as applied to the development, analysis, and evaluation of projects, policies, and operational needs of applications support.
3. Principles and practices of applications support project and program budget development and administration, contract negotiation and management, and sound financial management policies and procedures.
4. Practices of researching applications support issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
5. Computer software applications, such as Maximo, Arc GIS, ESRI's associated GIS software, Coldfusion, Drupal, MS Word, Excel, Project, PowerPoint, Outlook, PeopleSoft, IS Request Tracking System, Training Wizard, Halogen, Budget Tool, Oracle, and various other specialized software and databases.

### *Ability to:*

1. Plan, organize, integrate, and manage the service and operations of information systems and technology in a multi-platform environment.

2. Identify information systems and technology issues and opportunities, formulate and evaluate technology strategies, set priorities, and allocate resources to effectively meet business needs.
3. Evaluate and develop improvements to applications support operations, procedures, policies, or methods.
4. Conduct complex applications support research, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
5. Establish and maintain a variety of applications support filing, record keeping, and tracking systems.
6. Organize and prioritize a variety of applications support services, projects, and multiple tasks in an effective and timely manner.

## **EDUCATION AND EXPERIENCE GUIDELINES**

The following combination represents the minimum training and experience requirements for this classification:

### *Education:*

Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, business or public administration, or a related field.

### *Experience:*

Five (5) years of experience in analysis, design, implementation, and maintenance of information systems and technology, including two (2) years of direct supervisory experience.

### *License or Certificate:*

None.