

## **GROSSMONT-CUYAMACA COMMUNITY COLLEGE DISTRICT**

**CLASS TITLE: MANAGER, TECHNOLOGY PROGRAMS**

**RANGE ML-07**

### **SUMMARY:**

Under the direction of an assigned manager in the Information Systems department, use independent judgment to plan, organize, implement, complete, and manage Student Services projects which are complex or technology-related and have significant impact and visibility. Perform complex and independent research and analyses for an assigned College or District program area to provide leadership in all aspects of program management including development, implementation, completion, and follow-up.

### **ESSENTIAL FUNCTIONS:**

Facilitates and fosters business process analysis, conducts needs analysis and related functional requirements assessment specific to student success administrative operations.

Leads research efforts to discover best-practice solutions to streamline business processes.

Maintains effective communication and working relationships with administrators, contractors, and staff within the assigned and related projects.

Consult with and advise managers and technical representatives on the project application, interpretation of technical information, and the implication on operations and procedures.

Assumes management responsibility for assigned Student Services projects providing leadership, communication, and direction for cross-functional teams from various departments throughout the district.

Prioritizes projects; evaluates alternatives, determines time and cost estimates, assigns optimal resources and develops project timelines

Monitors progress of projects, modifying resources, scope, and/or timelines as necessary and appropriate; prevents or resolves problems; performs post-implementation evaluation of projects.

Develops reports and/or report specifications to support strategic Student Services decision-making and to measure performance of software and business practice projects according to key success measures.

Provides analysis of relevant software usage to ensure compliance with applicable standards, regulations and mandates, as well as to maintain system of record standards and data integrity.

Monitors and maintains systems security measures and procedures.

Coordinate, develop and oversee the training of Districtwide Staff regarding the program area. Train all levels of staff on system/project functionality

General knowledge of student services trends and developments

Provide leadership for support personnel assigned to the program area. Train, evaluate, and provide work direction to personnel as assigned.

**SECONDARY FUNCTIONS:**

Participate on, and provide technical assistance to District and College committees.

Serve as liaison with outside agencies and other districts on assigned projects.

Serves on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

Maintains awareness of new trends and developments in the field of information technology, process analysis and implementation; incorporates new developments as appropriate.

Participate in the selection of staff.

Performs related duties as required.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Operational characteristics, services and activities of information systems analysis, student services, and programming functions.

Operational characteristics of electronic data processing systems.

Principles and practices of systems analysis, design, development, implementation and maintenance.

Principles and practices of program development and administration.

Methods and techniques of project management.

Methods of management information systems development and project control.

Systems process analysis management techniques.

Project and research planning and design, data collection, analysis, report preparation and presentation of results.

Comprehensive report preparation with respect to purpose, method, analysis, results, and recommendation.

Salient issues and current methodologies in post-secondary educational research such as transfer, matriculation, accreditation.

Specialized interactions between the web and computer systems for functional integration purposes.

State and legislative mandated reporting requirements as applicable.

Technical Writing.

Principles of supervision, training, and performance evaluation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

**ABILITY TO:**

Analyze situations and adopt an effective course of action.

Collaborate with management, department heads, and administrators, and end users to resolve complex issues.

Communicate effectively both orally and in writing.

Coordinate marketing plans with vendors and College/District staff  
Create new policies and procedures as needed.  
Design and administer questionnaires and research instruments.  
Develop manuals.  
Establish and maintain effective working relationships with others.  
Evaluate and make recommendations in operations, systems, procedures, policies, and methods.  
Implement project and follow-up for future enhancements/modifications.  
Independently initiate research studies and reports including the design, collection, organization, analysis, coordination and development of research.  
Interpret and explain laws, rules, policies and procedures.  
Meet schedules and timeliness.  
Modify, test, evaluate, and implement modifications as necessary.  
Perform statistical and administrative analysis.  
Prepare written analysis, recommendations, and complex reports.  
Provide leadership to users and address issues/problems.  
Research and analyze data and information, reason logically and creatively and develop, evaluate, and effectively present alternative recommendations.  
Strong report writing and presentation skills. Strong oral and written communications skills. Train and supervise personnel.  
Work confidentially with discretion.  
Work independently with little direction.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications

**EDUCATION:**

Any combination of training and experience equivalent to: a Bachelor' degree from an accredited college or university and two years of project management. Prefer: four years of professional level experience coordinating the research, study and analysis of; management, budget, administrative, organizational, functional or procedural problems

**WORKING CONDITIONS:**

Information systems environment; subject to lifting, moving and installing computer equipment; subject to eye strain from computer terminal.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of the classification.*