SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **INFORMATION SYSTEMS SUPERVISOR**

SALARY TABLE: **30**   SALARY RANGE: **149**

BASIC FUNCTION:

Under the direction of the Vice President-Information Resources, organize and direct operations and activities involved in the programming, development, implementation, maintenance and analysis of assigned computer systems and related software and applications to meet College needs, resolve data problems and provide for system enhancements; supervise and participate in the design, coding, testing and implementation of new system applications; investigate, troubleshoot and resolve system and application malfunctions; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Organize and direct operations and activities involved in the programming, development, implementation, maintenance and analysis of assigned computer systems and related software and applications; coordinate projects and personnel to meet College needs, resolve data problems and provide for system enhancements.

Supervise and participate in the design, coding, testing and implementation of new system software and applications; prepare and develop project specifications; direct and participate in the review, analysis and modification of existing systems, software and applications as necessary; assure new and revised software applications adapt with existing computer systems.

Debug software and applications by preparing test data and testing program operations as assigned; run test data in actual computer operations; detect and resolve programming errors and miscalculations; troubleshoot and resolve system, software and application errors and malfunctions as necessary; collaborate with users and vendors in resolving malfunctions as needed.

Train and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work for accuracy, completeness and compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Monitor and evaluate progress of assigned technology projects; coordinate projects and communications between personnel, administrators and various outside agencies; confer with vendors concerning systems, software, applications, additions and revisions.

Coordinate activities to facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis; design, install, upgrade and configure software and applications to enhance and assure smooth running of assigned computer systems.

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Ewing Consulting Services

Establish and maintain contact with users in the analysis of computer systems, applications and related needs, procedures, programs and priorities; analyze requests for system additions and revisions; confer with users to determine system, software and application needs and requirements.

Oversee user training and support in the operation of assigned systems and applications; assure user understanding of new and modified system applications; receive and respond to user requests and complaints regarding system problems, malfunctions, issues and concerns.

Serve as a technical resource to administrators, personnel, outside agencies and others concerning assigned technology projects; respond to inquiries and provide technical information concerning related systems, applications, standards, requirements, objectives, policies and procedures.

Communicate with administrators, personnel and outside organizations to coordinate activities, exchange information and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Prepare and maintain various records and reports related to systems, applications, personnel and assigned activities.

Attend and conduct a variety of meetings as assigned; prepare and deliver oral presentations concerning assigned systems, applications and projects.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Organization and direction of operations and activities involved in the programming, development, implementation, maintenance and analysis of assigned computer systems and related software and applications to meet College needs, resolve data problems and provide for system enhancements.
Computer systems, software and applications used within the College.
Principles, methods and procedures of operating computers and peripheral equipment.
System utilities and design and program applications.
Applicable programming languages.
Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
Principles, practices and methods of database structures, computer programming and system design.
Database structures, on-line applications and system capabilities of the College's computer systems.
Policies and objectives of assigned programs and activities.
Principles and practices of supervision and training.
Record-keeping and report preparation techniques.
Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Organize and direct operations and activities involved in the programming, development, implementation, maintenance and analysis of assigned computer systems and related software and applications to meet College needs, resolve data problems and provide for system enhancements.
Supervise and participate in the design, coding, testing and implementation of new system applications.
Investigate, troubleshoot and resolve system and application malfunctions.
Train and evaluate the performance of assigned personnel.
Assure new and revised software applications adapt with existing computer systems.
Direct the review, analysis and modification of existing systems, software and applications.
Coordinate activities to facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
Oversee user training and support in the operation of assigned systems and applications.
Analyze requests for system additions and revisions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate computers and peripheral equipment properly and efficiently.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Prepare and maintain various records and reports related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and three years increasingly responsible experience in the programming, development, implementation, maintenance and analysis of computer systems, software and applications.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting or standing for extended periods of time.