SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **PROJECT LEAD –
                                      INFORMATION SYSTEMS
                                      SPECIALIST**

SALARY TABLE: **29**   SALARY RANGE: **52**

BASIC FUNCTIONS

Under the direction of an assigned administrator, perform extensive and highly complex systems designs; provide for integration and implementation of assigned applications with the goal of process improvement for the information systems that support the Student Success and Support Program (SSSP) initiatives of the college; create online interactive programs; install, configure, maintain and upgrade software applications. Recommend and implement solutions to improve processes and delivery of services to students, faculty and staff through the use of third party systems and applications; develop and integrate SSSP applications with the College's ERP system; research and assist with identification and resolution of technical/functional system issues.

DISTINGUISHING CHARACTERISTICS:

The Information Systems Specialist series provides application programming support and web development and is distinguished by the complexity of on-going systems. The Information Systems Specialist I participates in the programming of assigned applications, programs and web page applications and integrates web components. The Information Systems Specialist II independently supports assigned applications and analyzes, designs, implements, documents and creates computer systems and interfaces and serves as user liaison to assigned departments. The Information Systems Specialist Ill designs the most complex systems, writes on-line interactive programs, develops database administration tools, maintains operating systems administration and serves as team leader on major projects. The Project Lead – SSSP Information Systems Specialist is responsible for close coordination and collaboration between Information Technology and Student Support Services to ensure procedures for maintaining all data elements , submission timelines, data integrity rules for SSSP as defined by the state, along with data collection methods used by the District to meet this need; coordinate database integrity, security, optimization and backup; Project Lead also has the representative duties of an Information Systems Specialist Ill.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Provide leadership and direction for the functional tasks and work output within SSSP to serve as the liaison to end users, IT, and software manufacturers in identifying, resolving, and communicating business systems issues and technical projects affecting SSSP. Provide technical assistance for setting up instructional, student services, and administrative components of the applications.

Provide close coordination and collaboration between Information Technology and Student Support Services to ensure procedures for maintaining all data elements, submission timelines, data integrity rules for SSSP as defined by the state, along with data collection methods used by the district to meet this need; coordinate database integrity, security, optimization and backup.

Plan, organize, and direct projects and activities involved in the development and implementation of technology systems, databases, software and applications; establish and maintain time lines and priorities; assure related activities comply with established standards, requirements, laws, codes, regulations, policies, procedures and Educational Program Division goals.

Perform and coordinate complex computer systems analysis to determine system requirements and desired outputs; communicate with users to identify system requirements; develop statement of system scope and objectives based on functional requirements.

Coordinate and direct user support functions; oversee and participate in technical assistance and training services concerning the operation of student success and support technology systems, databases, software and applications; respond to inquiries and provide detailed and technical information and training concerning related practices, techniques, requirements, procedures and malfunctions. Complete assigned projects in a professional and timely manner, according to district standards and methodology.
Report on project status and progress as required.

Direct projects, user support, training, and systems administration to design, develop and implement strategies and procedures that support SSSP and college initiatives. This includes responsibility for the coordination of the overall management of early alert, scheduling and retention systems, degree planning, online student support services and portal applications.

Provide leadership and direction for the functional tasks and to serve as the liaison to end users, IT, and software manufacturer in identifying, resolving, and communicating business systems issues and technical aspects affecting SSSP.

Lead project teams of assigned information systems personnel for system design and coding; assure projects are completed in a professional and timely manner according to District standards and methodology; plan, schedule, monitor and coordinate project activities; report on project status and progress as required.

Coordinate and perform database modifications and complex applications programming to develop new information system modules; develop database environments; write on-line, interactive problem-solving programs independently; evaluate the products of outside vendors to assess the use of third-party software within the District's information systems.

Participate in the evaluation and recommendation of new hardware and software acquisitions and upgrades; revise and enhance existing applications as appropriate to assure proper systems operations and output production; adapt purchased software as needed to assure compatibility and proper interaction with existing systems and applications.

Maintain operating system administration; maintain database structures and documentation; plan for anticipated growth or change in data requirements.

Interact with District faculty and staff to determine requirements, needs and desired output; evaluate, install and maintain various software applications; review and evaluate computer software and hardware and provide technical support, information and recommendations.

Assess staffing and workload implications and feasibility of new system requirements; train, assign, review and direct the activities of assigned information systems specialists and research staff; analyze existing systems performance in relation to specified requirements to assure proper integration of new programs.

Coordinate unit activities with District user services and technical services staff to assure user information needs are met; assist faculty, staff and operational staff with operational difficulties and malfunctions encountered in existing programs; identify and resolve malfunctions, enhancing applications as required.

Attend a variety of committee meetings, conferences and workshops to maintain current knowledge in the programming field; develop and conduct workshops and training sessions as required.

OTHER DUTIES:
Perform related duties as assigned.

Knowledge and Abilities:
KNOWLEDGE OF:
Advanced principles, practices and techniques of computer system analysis, design and applications programming.
Planning, organization and direction of operations and activities involved in the development and implementation of student support services technology systems, databases, software and applications.
Advanced database design concepts.
Computer hardware systems, software applications and languages utilized by the District.
District organization, operations, policies and objective. Advanced
system utilities and design and program applications.
Principles, practices and methods of database structures, computer programming and system design.
Operation of computer mid-range and microcomputer system hardware.
Principles, methods and procedures of operating computers, network systems and peripherals.
Technical aspects of researching, comparing and purchasing technology systems and equipment.
System utilities and design and program applications.
Database structures, on-line applications and system capabilities of student support services technology systems.
Principles, practices and methods of database structures, computer programming and system design.
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of hardware, software, networks and peripherals.

College organization, operations, policies and objectives.
Policies and objectives of assigned programs and activities.
Applicable laws, codes, regulations, policies and procedures .
Principles and practices of administration and training.
Budget preparation and control.
Oral and written communication skills.
Interpersonal skills including tact, patience and courtesy.
Record-keeping techniques.

ABILITY TO:
Plan, organize, control and direct operations and activities involved in the development and implementation of student technology systems, databases, software and applications.
Coordinate and direct projects, personnel, communications, user support functions and resources to meet the student technology needs of the College and assure smooth and efficient activities.
Research, analyze and maintain current knowledge of new technologies to identify opportunities to meet student technology needs.
Perform the programming, development, modification and analysis of computer systems, databases and applications to meet student technology needs and provide for system enhancements.
Oversee user support functions concerning student technology systems, software and applications.
Plan, organize, and control the investigation, troubleshooting, diagnosis and repair of hardware, software, network and peripheral malfunctions.
Communicate effectively both orally and in writing.
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures. Establish and maintain cooperative and effective working relationships with others. Operate a computer and assigned office equipment.
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 comprehensive narrative and statistical reports.
Maintain a variety of reports, records and files related to assigned activities.

Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of Community College Students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in computer science, management information systems, information technology, engineering or related field and four years increasingly responsible directly related paid experience in the development, design, operation, analysis, maintenance and repair of computer systems and related hardware and software.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS OF EMPLOYMENT:

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor office environment. Frequent interruptions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.

Communicating and expressing oneself clearly on a variety of topics in conversations with and presentations to others.

Ability to remain in a stationary position (sitting or standing) for an extended period of time.

Ability to reach above shoulder height to retrieve or file materials.

Reaching, bending and stooping to retrieve materials.

Lifting, carrying materials to and from different locations. Pushing, pulling assistive tools for transporting materials.

Regular operation of a computer keyboard, calculator, and other normal office equipment.

Reading a variety of complex materials.

Mobility as required on campus and between locations.