*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under the general direction of an appropriate administrator, coordinates the implementation, application planning, design, troubleshooting, and ongoing maintenance of one or more major modules of the District's enterprise systems, plans, oversees, and performs, complex business and systems analysis, collaborates with administrators, managers, and Information Technology staff to ensure development of system capabilities to achieve operational and service strategies.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Performs complex cross-departmental functional analysis, including mapping, setup, system modeling testing, and troubleshooting of assigned information systems to recommend implementation practices. Performs complex functional analysis of third-party computer applications, reporting functions, assessment, scanning and other testing.

2. Consults cross-divisionally to maximize functionality and the efficient use of assigned information systems. Develop business process modifications and determine strategic solutions to provide consistency, analyze operational and business mandates and legal requirements, identify and analyze complex business process issues and dependencies; propose policy, standards, project direction, and strategies to meet information needs, coordinate with IT staff as needed.

3. Uses program languages to analyze, evaluate, and test system upgrades, new releases, bundles, and patches, review vendor documentation to identify processes and assess integration issues, verify compliance of new system processes, work with user and application developers to conduct performance and compliance testing and identify fixes or corrections.

4. Maintains security and confidentiality of fiscal personnel, and student data, monitors system security and access; sets up and maintains security profiles for system user.

5. Provides technical support and expertise for assigned applications, troubleshoot and resolve application or database problems; review and analyze system problems including system documentation and production output, to identify solutions; recommend changes as needed; confer with vendor to solve complex procedural, operational and technical problems.

6. Interacts, coordinates, and serves as a liaison between IT, business areas, and external vendors.

7. Assists with IT audits of information systems, data networks, and IT security.

8. Develops documentation and provides training to district-wide staff, develops procedures and user manuals.

9. Assists with the development of strategic, long-range enterprise resource planning system acquisition and implementation.

10. Monitors and evaluates system performance and initiates necessary corrective action to assure continuity of services meeting the district's needs.

11. Develops documentation and provides training to district-wide staff; develops procedures and user manuals.

12. Provides supervision and evaluation of staff as needed.

13. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Principals, techniques, and application of system development, design database, and programming that are applicable in the course of ERP system implementation and maintenance.

Ability to:

- Plan and organize all functions related to the District's ERP systems that produces effective and efficient results; to work independently and exercise sound judgment in identifying and resolving system issues.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- A Bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, or a related field or completion of sixty (60) units from an accredited college or university and at least four (4) years of experience in programing, modern technology, and systems analysis can be used in the absence of a bachelor's degree.

Required Experience:

- Four (4) years of increasingly responsible experience in programming, modern technology, and systems analysis.
- Experience that indicates a sensitivity to and understanding of diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and community college students and to staff and students with physical and learning disabilities.

License or Certificate:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and proof of a good driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Employees work in an office environment are exposed to loud noise levels, cold temperatures, dust and allergens. Employees may interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures. This is primarily a sedentary office classification although standing and walking between work areas may be required.

Physical: Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle and to visit various District and meeting sites. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Primary functions require sufficient physical ability and mobility to work in an office setting, to stand or sit for prolonged periods of time, to occasionally stoop, bend, kneel, crouch, reach, and twist, to lift, carry, push and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.