SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER - APPLICATIONS SUPPORT

BASIC FUNCTION:

Under the direction of the Director III-Technology Programs and Instructional Support, organize and direct the activities and operations of the applications support team; resolve complex application business issues; develop, implement, plan and provide customer support and training; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Organize and direct the activities and operations of the applications support team; participate in the development and implementation of departmental policies and procedures; allocate staff resources for development and support of automated business services; evaluate, recommend and implement integrated business systems including software, applications programs and functional enhancements.

Oversee the implementation and enhancement of multiple organizational-wide information systems; resolve complex application business issues; provide technical expertise related to research, analysis, enhancement and testing of major business systems to assure proper operation and user satisfaction.

Develop, implement, plan and provide customer support and training; establish policies and pro
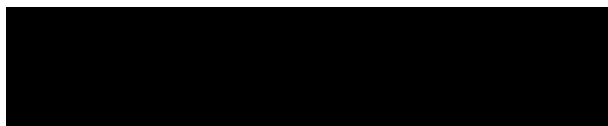
Operate a computer and assigned software programs; operate other office and media equipment as assigned.

Attend a variety of meetings as assigned; participate on assigned committees and councils.

Assist in budget development and monitor budget allocations and related requests.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
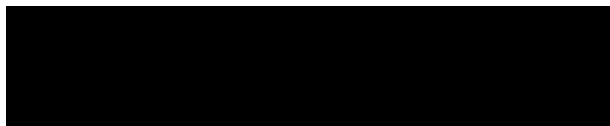Centralized and client computing.
Database administration.
Oral and written communication skills.
Budget preparation and control.
Principles and practices of supervision and training.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

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

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

Approved by Personnel Commission: June 23, 2011; revised August 20, 2014

_____   August 20, 2014_____
Sheila Lopez, Director   Date
Classified Personnel Services