Classification Description

Job Title: Sr. Director, Application Development and Administration **Pay Grade:** Administrator

Job Code: 4198 **FLSA Status:** Exempt

Job Purpose

The Sr. Director of Application Development and Administration is a pivotal leadership role, chiefly accountable for steering database administration, integration, website management and the strategic development of applications related to the College ERP and advanced programming College initiatives. The Sr. Director provides leadership in the architecture of the College's enterprise applications, leading, developing and maintaining advanced integrations, and leading innovative website development. This is an administrator on annual contract position.

General Responsibilities

Essential Functions

Oversees implementations, integrations, and on-going support for the application integration area of Enterprise Application Systems, including but not limited to, CBORD, Banner Xtender, FSW Web Applications, Series 25, and FSW Portal.

Provides a hands-on approach in mentoring and developing technical teams, fostering a culture of innovation and excellence, and establishing best practices and standards in application development and administration.

Oversees and leads in the management of the integrations between Banner and third-party applications and third-party enterprise systems.

Supervises College's programmers and web development staff, LMS specialists and application and database administrators.

Collaborates closely with cross-functional leadership, serving as a strategic partner in leveraging technology to advance the College's mission and objectives

Oversees the technical administration for R25, CSGold, Banner, Xtender, and other third-party applications.

Oversees the College's web application development. Provides guidance to the web developers, reviews their code changes to ensure functionality, security and efficiency are met.

SENIOR DIRECTOR, APPLICATION DEVELOPMENT AND ADMINISTRATION

Monitors the performance of the enterprise applications for efficiency, ensuring results satisfy the needs of the College.

Reviews application enhancements and upgrades, determines the impact on current operations, and advises accordingly.

Serves as a liaison between functional areas and Enterprise Application Systems in developing new initiatives and maintaining/troubleshooting current systems.

Develops complex programming logic statements for selecting data from multiple data files; tests programs and implements applications and systems enhancements.

Creates database objects, procedures, functions and triggers on application related databases.

Serves as the College's Banner Applications database administrator.

Serves as the College's database administrator for the Oracle database on an as needed basis.

Serves as the College's Deputy CIO, ensuring operations are running as designed and smoothly when the CIO is unavailable or as directed by the CIO.

Designs, analyzes, codes, documents, reviews, and implements applications that support, enhance and integrate with the College-wide enterprise application suite.

Provides and oversees on-going support of enterprise and related applications, as well as functional and technical problem resolution.

Develops and reviews design specifications according to business requirements.

Programs and tracks progress of projects including performing thorough testing of systems to comply with quality assurance standards.

Collaborates with College leadership and appropriate staff to develop written Banner report specifications using the standard report documentation; serves as a technical expert to Information Technology in finding appropriate Banner or other applications data.

Oversees the administration of enterprise application related systems/servers to ensure minimal downtime and loss of productivity and service.

Collaborates and communicates effectively with other Information Technology areas for implementation, design, integration, diagnosis and resolution of system projects, problems and issues.

Prepares regular status reports, which may include weekly, monthly, annual, and special project status reporting.

Recommends, initiates, and implements improvements to Information Technology operations and processes.

SENIOR DIRECTOR, APPLICATION DEVELOPMENT AND ADMINISTRATION

Oversees and reviews code changes and change control for Enterprise Applications.

Assists in the development of the Enterprise Application Systems budget as it relates to the third-party applications and application development.

Oversees the Application Security Administration which includes, but is not limited to, granting, removing, and auditing security assigned to end-users to FSW applications, as well as the other integrated systems.

Hires, supervises, trains, and evaluates assigned staff. Plans and conducts regular staff meetings. Ensures staff receive on-going documented training on relevant areas of technology.

Due to the responsibilities of this position, the Director must provide and maintain cellular telephone and high-speed internet technology services, which allow immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in Information Technology or related field.

Seven (7) years of full-time professional work experience in a related technology role of which three (3) years in a supervisory role. Appropriate combination of education and experience may be substituted.

Oracle certification will be considered equivalent to two (2) years of postsecondary education.

Demonstrated experience using or managing Banner applications, SQL scripting, and Microsoft Office applications.

Experience with project management.

SQL and Oracle Database experience.

Demonstrated experience in programming SQL statements.

Demonstrated experience in programming and use of other programming languages.

SENIOR DIRECTOR, APPLICATION DEVELOPMENT AND ADMINISTRATION

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated experience using Crystal reports, Banner applications, and/or Windows operating systems.

Demonstrated ability to:
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:
- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: September 28, 2023.