

## College of the Redwoods

## Position Description

Position: Manager, Information Systems and Applications	Position Number:
Department: Information Systems	FSLA: Exempt
Reports to: Director, Institutional Effectiveness	Salary Grade: 127

### **Summary**

Under the direction of the Director of Institutional Effectiveness, the Manager of Information Systems and Applications is responsible for management and operation of the information systems used District-wide to maximize the transfer, storage, access, and disbursement of administrative, financial, academic and instructional information. The Manager of Information Systems and Applications also provides leadership in the area of Institutional Effectiveness by working collaboratively with faculty and staff to implement comprehensive research and planning for the District.

### **Essential Duties and Responsibilities**

- Establishes schedules and methods for providing department workflow.
- Plans, prioritizes directs, assigns, participates, and reviews work of staff responsible for providing information system services and application programming.
- Assists in the selection, training, and assigning of staff within the department.
- Reviews requests from users for assistance in information systems and institutional research.
- Directs, leads, and coordinates multidisciplinary projects, e.g. human resources, information and payroll systems, student data systems, finance systems. Participates in determining the data base fields of information development of programs, troubleshooting of data input and output, and training of department staff and users.
- Supervises the development and maintenance of research-related databases as required, including web applications to capture assessment and program review information. Supervises the development of systems and procedures to enhance the college's ability to store, access and analyze information.
- Assist the Director of Institutional Effectiveness by recommending and assuring implementation of Information Systems goals and objectives. Implements policies and procedures.
- Ensures complete documentation of systems, including changes to existing systems in accordance with established protocols, standards, and procedures.
- Plan, prepare, and produce a variety of regular and ad hoc reports, including state and federal reports. Oversees IPEDS data submission.
- Performs other duties as assigned that support the overall objective of the position.

### **Qualifications**

#### **Knowledge and Skills**

- Knowledgeable in collection, coding and reporting of data
- Knowledge of quantitative and qualitative research design and methods; assessment of student learning outcomes; strategic planning processes.
- Knowledgeable in mainframe computer operating systems and computer

- programming languages (SQL, .NET)
- Knowledgeable in computer operation procedures and methods
- Effective Listening skills
- Effective use of time
- Employee evaluations

**Abilities**

- Establish and maintain communications with non-technical system users
- Effective oral and written communications
- Work effectively with diverse students and staff, individually and as team members
- Recognize the importance of collaboration.
- Foster open communication among division/department, programs and services

**Physical Abilities**

Position requires sufficient ambulatory ability to stand and walk for extended periods of time; bend and stoop on an intermittent basis; to carry or lift light to medium weight objects on a frequent basis (up to 50 lbs. unassisted). Requires visual acuity and depth perception, arm-hand-finger dexterity, and hand-eye coordination to operate control panels and keyboards. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

**Education and Experience**

- Bachelor's Degree from an accredited institution in a computer science or research-oriented discipline.
- 5 years of progressive experience in computer and information services preferably in an education or community service environment.

**Licenses and Certificates**

CA Driver's License