



**CLASS TITLE:**       **MANAGER, COMPUTER APPLICATIONS**

**WORK YEAR:**       **12 Months**

**VACATION:**        **27 Days**

**REPORTS TO:**       **Director IV, Research, Assessment & Evaluation**

**BASIC FUNCTION:**

The Manager, Computer Applications is responsible for providing leadership to the District in areas of technical support, maintenance and implementation of district standard computer applications. This position leads their staff and is responsible for, - managing all training, vendors, work requests and documentation related to the efficient and effective support and implementation of computer applications.

**RESPONSIBILITIES:**

- Provides leadership in the planning, implementation, and ongoing evaluation of the District's processes, procedures, and supports for ensuring clean and accurate data are input into various District computer applications and systems.
- Provide support for the Director IV, Research, Assessment & Evaluation acting on his/her behalf, as required-in the area of technology services.
- Review requirements and specifications for district standard computer applications.
- Oversee and manage technical support, user training, maintenance and implementation of computer applications, including, but not limited to, the student information system and CALPADS.
- Confers and collaborates with end users and studies effectiveness of district standard computer applications and procedures, specifically student information applications to identify inefficient processes and provide solutions.
- Provide input to and review of technology policies as they relate to issues of computer applications and process automation.
- Coordinate the communication between end users and staff during project analysis, design and development, and implementation phases.
- Learn user functions, organization and role in the district to the extent required.

- Prepare and present proposals for new computer applications or the enhancement, improvement and/or replacement of existing applications to Director IV, Research, Assessment & Evaluation.
- Leads and manages special projects for the Director IV, Research, Assessment & Evaluation as requested.
- Assists in finding solutions to computer applications and process automation problems.
- Train, supervise, assign projects, and evaluate staff to maintain optimum performance of job duties.
- Inform senior management of potential problems before they occur and communicate possible solutions.
- Perform all responsibilities within the guidelines of district policies, regulations and procedures.
- Other duties as assigned.

**KNOWLEDGE AND ABILITIES:**

- Riverside Unified School District Student and Administrative Systems.
- K-12 school operations and procedures.
- Project management and implementation techniques.
- Customer support techniques and procedures.
- Technical training techniques and procedures.

**ABILITY OF:**

- Analyze current work processes and make recommendations for improvement.
- Write and review technical policies, standards and procedures.
- Establish and meet schedules and timelines.
- Respond to inquiries or complaints from customers, regulatory agencies or members of the business community.
- Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Effectively present information and respond to questions from groups of managers, customers and the general public.
- Interpret a variety of instructions furnished in written, oral or diagram form.
- Work in collaboration with other district divisions.

**EDUCATION AND EXPERIENCE:**

Associate's degree in a computer related field of study, 7 to 10 years related experience, or equivalent combination of education and experience.

Computer science or related education is desirable with in-depth knowledge of K-12 school processes and Student Information System Software, specifically Aeries Student Information software and CALPADS. Experience with Windows-based word processing and spreadsheet software is required. Prefer: Five or more years' experience in the implementation and usage of the Aeries Student Information System Software.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**ENVIRONMENT:**

- Office environment with travel to District sites.
- Must provide own transportation to conduct work.

**Physical Abilities:**

- Seeing to perform activities.
- Hearing and speaking to exchange information.
- Lifting to move computer equipment.
- Dexterity of hands and fingers to operate a computer keyboard.