State College of Florida, Manatee-Sarasota
Job Description

Job Title: Manager, Application Support

Reports to: Director, IT Administrative Services
FLSA Status: Exempt
Level: 214
Position Class:

Job Summary:
Works with users in various departments to assess, train and assist with the implementation, conversion and customization of administrative software solutions.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Consults with supervisors, systems analysts, other programmers, and end users to gather information about report intent, functions, features, data requirements, input requirements, output requirements, internal and external checks and controls, hardware and operating system environment, and interfaces with other systems.

2. Designs or writes report specifications based on consultations with supervisor, systems analysts, other programmers, and end users.

3. May convert designs and specifications into computer code. May compile code into programs and corrects errors detected in compile process. Creates test transactions and runs tests to find errors and confirm program meets specifications. Analyzes code to find causes of errors and revises programs.

4. Writes and maintains documentation of changes to computer code, programs, reports, and specifications and maintains training documentation for new procedures.

5. Reviews user and technical documentation written by others to confirm consistency with program operations.
6. Provides technical assistance by responding to inquiries regarding errors, problems, or questions with programs. Revises program for corrections, enhancements, or system environment changes.

7. Trains end users or technical support staff to use and support programs and reports.

8. Coordinates with other programmers about program and report revisions. Modifies and maintains software programs written by others.

9. Implements new processes and procedures for the College based on industry best practices.

10. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree from a four-year college or university and four to six years related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  None required for position.

- **Language Ability:**
  Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

- **Computer Skills**
  Experience with Oracle based report writing tools like Evisions Argos, Cognos, Oracle SQL & PLSQL, Crystal Reports, and TOAD. Familiar with creating HTML, XML, and JAVA based reports. Preferred experience with SunGard Banner ERP system.
• Certificates and Licenses
  Oracle and Java Certified professionals are preferred.

Responsibility for People and Property:
This position has no responsibility for people or property.

Responsibility for Communication:
• Internal Contacts
  This position has routine contact with all levels of College faculty and staff.

• External Contacts
  This position has occasional contact with software and hardware vendors.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

Physical Demands:
The physical demands described here 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 functions.

While performing the duties of this job, the employee is routinely required to sit. The employee is frequently required to use manual dexterity, reach with hands, arms, and talk or hear. The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, taste or smell, and lift up to 10 pounds.

General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper
operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
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