

Class Code:.....0618
Position #:(PSA).....8242
Developed by:.....SG
Reviewed by:.....
Approved by:.....
Date:..... 7/88,6/00,7/08

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Manager, UCS/Application Support Services
DIVISION: Academic Affairs (UCS)
REPORTS TO: Director, Management Information Services
GRADE: 15
SUPERVISES: Application development staff and other personnel
providing application support services to the University

BASIC FUNCTION:

Manage administrative and academic application development and support staff, and plan, manage, secure, and integrate the development implementation and maintenance in support of the institutional view of administrative and academic applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervise and review the performance and skill development of application support personnel and make recommendations for staffing requirements in support of administrative applications.

Assign, coordinate and track projects and resources (personnel, hardware, software, funding) related to the development and maintenance of administrative applications.

Coordinate administrative application support with other sections of MIS, OIS departments and user offices.

Establish and coordinate with the operations and database support staff all turnover policies and procedures in support of administrative applications.

Evaluate applications, development tools, packages and query products in support of administrative applications.

Maintain proficiency in the application development environment and tools used to develop and maintain University systems.

Collaborate with departments in identifying informational needs and establish liaison relationships where appropriate to meet specific support requirements.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Workstations and multiple operating systems supporting the University's applications. Personal computers, printers, and word processing, database management, and spreadsheet software, internet/intranet/web, project management software, object-oriented programming procedures and other 4th generation programming languages to support the University's applications.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Bachelor's degree required. Master's degree preferred. A minimum of five years' experience in the design, installation and maintenance of administrative and academic systems in higher education is required. Two years of experience supervising application development or project teams, preferably in an academic environment, required. The following are also required: strong project management skills; ability to communicate effectively verbally and in writing; ability to organize, coordinate, direct and supervise support staff; ability to interpret institutional policies, plans, objectives, rules and regulations and to communicate the interpretation to subordinates and others; ability to prepare and present detailed studies and reports, including recommendations concerning the substance of the studies and reports; strong interpersonal skills; ability to read and transcribe data quickly and accurately; proficiency in the use of workstations and multiple operating systems supporting the University's applications, in personal computers, in word processing and spreadsheet software, in internet/intranet/web, and project management software, object-oriented programming procedures and other 4th generation programming languages. Background in PeopleSoft ERP solutions and BSR Advance, Web programming and Web development with integration to ERP solutions preferred.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.

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