

**RANGE N06**

**JTC NO. TSF  
FLSA EXEMPT Y**

**DALLAS COUNTY COMMUNITY COLLEGE DISTRICT  
JOB DESCRIPTION**

**JOB TITLE:** Applications Support Manager

**DATE PREPARED:** Spring 1999

**DATE REVISED:** Fall 2000; Fall 2008; Spring 2009; Fall 2012; Spring 2015;  
Spring 2017

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**GENERAL SUMMARY:**

Acts as team leader in providing technical software application support to administrative/educational systems. Supervise personnel who may be DCCCD staff members or contracted service.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Plans, writes and implements new software applications for integration, from inception and design phase to testing and live implementation.
- Writes simple to complex queries based on user specifications.
- Assists system administrators as necessary with software loads related to new releases.
- Writes, tests, and documents modifications to administrative/educational application software; acts as technical resource to trainers.
- Keeps management and users abreast of revisions to software applications, modifications, and workflow issues.
- Selects, trains, supervises, and evaluates performance of assigned staff.
- Performs related duties as assigned.

**REPORTING RELATIONSHIP:**

Varies to meet the need of the organization.

**PHYSICAL EFFORT REQUIRED:**

May be required to lift and move materials and equipment weighing up to 50 pounds.

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### **MINIMUM EDUCATIONAL/SKILL REQUIREMENTS:**

Bachelor's degree or higher and three years of related work experience **or** Associate's degree and five years of related work experience. Ability to work independently and as a team member. Advanced knowledge of Datatel Colleague File Structures and Programs. Advanced knowledge of DCCCD data and DCCCD Colleague implementation methodologies. Ability to analyze user requirements and recommend/create solutions using Datatel tools and technology. Working knowledge of Datatel Colleague Envision Security functionality and application. Ability to effectively communicate with individuals from diverse backgrounds. Strong knowledge and experience providing effective customer service. Official transcripts will be required. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

revised: 09/01/05:rje/ccp  
revised: 09/01/08-cep-rje  
revised: 04/2009 – adhoc –msv  
revised: 09/2012 – emm  
revised: 1/2017 - emm