



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

MANAGER OF PRODUCTION SERVICES

A Classified Professional Position Grade
210S – Salary Schedule 40

A. General Statement

The Manager of Production Services directs and supervises production scheduling, production support, system security, and email administration. The position reports to the Chief Technology Officer and is responsible for direct communication with a wide range of District and College personnel to determine production scheduling requirements, to monitor and communicate information systems status and to coordinate distribution of computer-based output. In addition, the Manager of Production Services is responsible for establishing and maintaining system application security and email accounts throughout the District. The position serves as a liaison with users of the District's administrative systems and develops and maintains written standards, procedures and guidelines for staff in the use of District's administrative systems. Public contact is extensive and involves staff at all levels within the organization, other educational institutions, governmental, funding and compliance agencies. A high degree of independent judgment and creativity is required to select and analyze data in order to draw conclusions, make original recommendations, write reports, and to resolve a variety of minor and potentially major problems that occur. Consequences of errors in judgment can be costly in employee time, public relations and/or institution funding. The Manager of Production Services can direct the work of other staff as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Manages and maintains a production schedule that is based upon user requirements, Chancellor's Office and College operational needs, and is balanced against available system resources; monitors production schedule processing

2. Creates and maintains various application system and email accounts, troubleshoots problems associated with authentication and access
3. Develops and maintains written procedures and guidelines for computer operations and production processing, including detailed procedures for job processing
4. Resolves problems and/or report issues to appropriate IT staff for resolution
5. Maintains a high level of communication with user offices to verify accuracy and timeliness of production processing, to modify the production schedule as necessary to meet user requests
6. Runs interactive queries for ad-hoc reporting, upon request; and coordinates and communicates system availability
7. Designs and maintains the custom forms inventory and produces data files to outside vendors who contract with the District
8. Serves as a liaison providing IT support services for end users
9. Participates in discussions of current and future technology projects
10. Provides assistance in the development of end user production schedules and task plans related to system processes, training support for end user trainers, support for development of procedural documentation by end users and help desk support
11. Provides technical information to users as needed
12. Establishes and maintains academic calendars and terms online, roll courses and establish and maintain rules tables for the instruction office and admissions and registration procedures
13. Maintains a high level of communication with ITS department staff regarding project plans, scheduling, prioritizing of workloads, resolving technical and production problems, responding to end user requests, and handling system application requirements
14. Attends workshops, seminars and other meetings to maintain technical currency
15. Monitors online registration system and reporting errors to appropriate technical staff, generating reports during registration periods and recommending changes to insure adequate system resources are available to support both online functions and users on the network
16. Meets with College administration and staff to review requests for new forms and reports
17. Reviews and analyzes requests and present program specifications to programming staff for development
18. Creates and maintains network security user profiles for numerous third-party system applications
19. Performs intermediate and final testing of new or converted forms and programs or changes to student module forms and programs due to system upgrades
20. Participates in various meetings with District and college staff on a wide range of topics
21. Maintains an inventory of forms and related supplies to insure that adequate quantities are on-hand to meet production and college requirements
22. Coordinates and maintains off-site storage of system backups

C. Requirements

1. Bachelor's degree from an accredited institution in Computer Information Science or a closely related field
2. Knowledge of the Ellucian Banner™ products including application interfaces to 3rd party applications
3. Experience in data analysis and problem-solving

4. Excellent verbal and writing skills to document project plans, procedures, policies, and to communicate with the staff, management and faculty
5. Ability to discuss technical issues to non-technical staff in a manner that is clearly understood.
6. Demonstrated skill in establishing and maintaining effective working relationships, and communicate respectfully and professionally with people at all levels in the organization who are diverse in their cultures, language groups and abilities
7. Previous experience training and directing the work of others
8. Skills in working effectively as part of a team
9. Possession of a valid California Drivers' license (or the ability to obtain one) and have the ability to drive a motor vehicle.

OR An equivalent combination of education and
experience

D. Physical/Other Requirements

This classification requires Sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard, touch screen and mouse; attention to detail; flexibility; ability to adapt to rapidly-changing situations; listening and comprehension; patience; tact; good memory for details.

E. Knowledge, Skills & Abilities

1. Knowledge of the principles, procedures and methods of managing operations of a complex computer center.
2. Skill in developing and maintaining production schedules, logs, manuals and necessary statistical reports.
3. Knowledge of data communications protocols, hardware, software and diagnostics.
4. Knowledge of AIX (Unix) operating system and vi Editor and ability to interpret error messages.
5. Knowledge of procedures regarding the development of academic schedules, registration, grade processing, academic history and periodic fiscal processing.
6. Skill in oral and written communication which includes developing procedures, written reports and oral presentations.
7. Skill in technical analysis and problem resolution using original and/or prescribed solutions; ability to apply strong analytical skills successfully in researching complex problems.
8. Skill in directing, coordinating and evaluating the work of others.
9. Skill in working under deadlines and other pressures.
10. Skill in working accurately with detailed and complex data.
11. Ability to communicate effectively with persons of varying cultures and language groups.