**P O S I T I O N D E S C R I P T I O N**

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| Department:  | ITS- Enterprise Engineering Services |
| Classification Title: | Administrator II |
| Working Title: | Manager, Applications Engineering |
| FLSA Status:  | [ ]  Non-Exempt [x]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

The Manager of Applications Engineering is a strategic and collaborative leader with a passion for technology, adept at developing and influencing people, effortlessly managing priorities, and embracing challenges. Success in this role is driven by collaboration, relationship-building, and partnerships across the organization. The Manager is skilled in IT engineering principles and enforcing standards, best practices, and methodologies to ensure consistency and reliability across all enterprise systems and applications.

Under the general direction of the Director of Enterprise Engineering Services, this position leads and manages the Applications Engineering group. The group provides Tier 3 engineering support for a diverse and expanding portfolio of applications and technology services hosted in AWS and on-premises. Key services include ERP systems (PeopleSoft Human Resources and Student Administration), campus portal, data warehouse and business intelligence services, a portfolio of locally developed applications, and data integrations with various SaaS and cloud providers. The Manager is responsible for developing staff and creating an environment that fosters collaboration, communication, and continual improvement.

Information Technology Services (ITS) is a fast-moving team that is responsible for helping Cal Poly achieve academic excellence through developing and implementing learning, teaching, and administrative solutions which leverage technology that align with strategic goals and objectives. With a focus on continuous improvement, ITS fosters innovation, supports constant learning, and develops people to their full potential. Our team of more than 150 professionals works in a DevOps environment to shape the technology landscape at Cal Poly.

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| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

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| **Essential Job Functions** | **Daily 90%** |
| 1. Provide leadership of the Applications Engineering group to oversee the engineering, documentation, and transitioning to operations ensuring reliability, security, and scalability.
2. Lead a team of Tier 3 engineers, providing direction, guidance, and mentorship to ensure the successful delivery of projects and resolution of complex technical issues.
3. Define and enforce engineering standards, best practices, and methodologies to maintain consistency and reliability across all enterprise systems and applications.
4. Collaborate closely with cross-functional teams, including Tier 1 services and Tier 2 operations to address systemic issues and improve overall service delivery.
5. Develop and apply guidelines, procedures and policies to promote the effective and appropriate use of technology to support business processes.
6. Ensure campus information security standards and requirements are considered and met.
7. Collaborate with campus constituents to understand user needs and develop requirements for the improvement of service for students, faculty and staff.
8. Build and maintain strong relationships with vendors, consultants, and other key stakeholders to ensure optimal outcomes for ITS and Cal Poly.
9. Assist in the resolution of complex incidents and problems, coordinating cross-functional teams to minimize service disruptions. Conduct thorough root cause analysis and implement preventive measures to mitigate future incidents.
10. Establish and enforce change management processes, coordinating with stakeholders to minimize disruptions.
11. Manage with a broad span of control; serve as an appropriate administrator for people issues and actions.
12. Recommend staffing structure and talent requirements to meet unit goals.
13. Supervise and direct the work of direct reports; define positions and duties; recruit, hire, train and evaluate staff.
14. Develop and support professional development plans for their direct reports.
15. Forecast, develop and administer budget.
16. Develop and maintain metrics, standards and service levels to evaluate unit performance.

Invest time to ensure technical skills are current as well as continually improve leadership, communication and management skills. |

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| **Related Job Functions**  | **As Needed 10%** |

1. Perform other job-related duties and special projects as assigned.

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| **Required Education, Experience, and Credentials** |

Education and Experience:

* Bachelor’s degree and five (5) years of progressively responsible management and supervisory experience in the area of enterprise IT service management, application development, information management, or related field.
* Additional qualifying experience may be substituted for up to 4 years of the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

* N/A

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| **Required Skills, Knowledge, and Abilities** |

1. Ability to challenge and motivate staff to deliver measurable results.
2. Demonstrated experience working with cloud-based technologies and integration of those technologies with on-premises services.
3. Demonstrated skills in being a thoughtful problem solver, acting with urgency, being flexible, exercising sound judgement, and listening.
4. Demonstrated ability to maintain high quality/standards of work, initiative, ethics, commitment, and professional responsibility and judgment. Ability to represent the university in a professional and conscientious manner.
5. Demonstrated ability to review and act upon complex individual and organizational problems and make recommendations to influence change in technology policies.
6. Demonstrated expertise in managing enterprise-scale technologies such as CRM, ERP, custom enterprise applications, data warehouse, DevOps and CI/CD pipelines, and data integration platforms.
7. Knowledge of the issues and opportunities associated with design and implementation of application development and information management technologies and infrastructure.
8. Ability to develop, interpret, implement and articulate complex policies.
9. Experience in simultaneously managing multiple and complex projects.
10. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the university with the ability to establish and maintain effective working relationships within a diverse population and with those from various backgrounds.
11. Excellent organizational and time management skills with the ability to set own and team priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
12. Demonstrated ability to attract, develop, manage, and retain strong staff.
13. Excellent communication skills and ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
14. Demonstrated ability to apply quality management techniques of continuous improvement and employee involvement to assess and improve services and promote campus culture.
15. Skilled at driving to deliver results, setting goals, negotiating compromises, settling personality differences, and resolving conflicts.
16. Experience in budget planning and management.
17. Strong decision-making skills and ability to work under pressure.
18. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures

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| **Preferred Skills and Experience** |

* Experience working within the Amazon Web Services technical ecosystem.
* Degree in computer science or related field.
* Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

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| **Special Conditions** |

* Must be willing to travel and attend training programs off-site for occasional professional development.
* Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
* The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
* Must be able to successfully pass a pre-employment background/fingerprint check.
* This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
* Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
* This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

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| **INCUMBENT:** I have read this position description and understand its contents. |
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| INCUMBENT NAME | SIGNATURE | DATE |

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| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. |
| Melinda Rojo, DIRECTOR OF ENTERPRISE ENGINEERING SERVICES |  |  |  |
| Immediate Supervisor name and title | Signature | Date |
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| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. |
| **Alison Robinson, Interim ITS VP and CIO** |
| department HEAD name and title | Signature | Date |

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| **HUMAN RESOURCES USE ONLY** |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number:  |  |  [ ]  Update Review for File | Classification Title:  |  |
| FTE:  |  |  [ ]  Classification Review | Class Code/Range: |  |
| [ ]  Permanent |  |  [ ]  New Position Recruitment | CBID: |  |
| [ ]  Temporary |  |  [ ]  Replacement Recruitment | MPP Job Code:  |  |
| [ ]  COI Position |  |  | Classifier Initials: |  |
| Recruitment Number:  |  |  | Date:  |  |