Saint Michael's College
Job Description

Job Title: Application Development Specialist

Department: Information Technology

Supervisor or Manager: Assistant Director for Information Technology

Date Created: 6/13/05 Last Revised: 6/13/05 FLSA Status: E

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
• Administrative software applications are properly maintained and made available
• Software patches are applied and/or new versions are installed as necessary
• End users are supported with any problems they encounter
• Users are guided in formulating requirements; advice is provided for alternatives
• Project proposals are analyzed and application designs are developed for approved projects
• Application designs are reviewed, analyzed and coded for quality
• Currency of knowledge is maintained with respect to relevant state-of-the-art technology, equipment, and/or systems

Essential Duties and Responsibilities:
• Maintains current level of application performance, performs all software patch updates, and follows up as needed
• Responds to phone calls and e-mails from students, faculty and staff
• Recommends software alternatives to achieve maximum database utilization
• Plans, designs, installs, tests, and modifies complex systems and subsystems
• Remains abreast of the latest technology, equipment and/or systems

Secondary Responsibilities:
• Documents and refines existing processes
• Assists end users with other software problems – i.e. Outlook, Word, Excel, Internet Explorer
• Creates documentation and training materials for end users

Positions Supervised:
• None

Major Contacts:
• Administrative Assistants
• Registrar
• Director of Admissions
• Senior Associate Director of Admissions
• Accounts Payable Specialist
• Purchasing Services Specialist
• Faculty
• IT Assistant Directors
• IT Director
• Associate Director(s) of Human Resources
• Director of Finance
• Students and their parents
• Technical support and sales representatives with various software vendors
• Technical consultants from Datatel
Demonstrates Excellence:
• Shows commitment to the Information Technology department’s mission of providing a robust technology environment for the students, faculty and staff of Saint Michael’s College
• Understands the important role of the department as primary information technology provider on the SMC campus
• Demonstrates a sound understanding of academic and business processes/cycles that the department supports
• Displays an awareness of how the technologies deployed by the department affect those who use them
• Clearly understands the impact of change on customers and vendors/partners
• Creates stimulating, proactive communication plans and consistently completes projects on time and on budget
• Takes on new challenges willingly to enhance services provided by the department and for the betterment of the College
• Assumes responsibility for outcomes and takes appropriate action to ensure individual and team success
• Remains open to continuous evaluation and improvement at all times

Education and Work Experience:
• Bachelor’s degree or equivalent combination of education and experience

Analytic Skills:
• The ability to recognize several likely causes of events, analyze relationships among several parts of a problem or situation, and then formulate a multi-step response.

Language and Literacy Skills:
• Reads and interprets documents such as operating instructions, procedure manuals, and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

Computer/Technology Skills:

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<thead>
<tr>
<th>Software</th>
<th>None</th>
<th>working knowledge</th>
<th>intermediate</th>
<th>highly proficient</th>
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<tbody>
<tr>
<td>Microsoft Word</td>
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<td>Adobe Photoshop</td>
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<td>Adobe Acrobat</td>
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<td>Quark</td>
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<td>Datatel</td>
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<td>Internet Research</td>
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Licenses, Certifications and Other Requirements:
• None required

Physical Demands:
Work is often performed in a typical office environment requiring:
• Sitting in a normal seated position for extended periods of time
• Reaching by extending hand(s) or arm(s) in any direction
• Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
• Communication skills using the spoken word
• Vision sufficient to see within normal parameters
• Hearing sufficient to hear within normal range
• No or very limited physical effort
• No or very limited exposure to physical risk

While performing the duties of Application Development Specialist, occasionally the employee is required to lift up to 10 pounds.
Physical Demands (continued):
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 a disability to perform the essential functions.

Additional Requirements for the Job:
- Availability to work some weekends and evenings at the start of a new semester, when incidents occur off hours and as requested by management
- Occasional overnight travel required for conferences and training

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.