



Position Title: **Applications Manager**

Reports To: Director of Information Technology

**Classification/
FLSA Status:** Level II (Exempt Administrative)

Primary Function: The applications manager is responsible for managing the software applications utilized by Sherman College of Chiropractic. The applications manager determine which specific applications are needed to improve operations, and then supervises the installation, upgrading and daily maintenance of software applications used by the organization. The applications manager engages with people and processes at all levels of the organization.

Key Responsibilities:

1. **Applications:** Manage existing applications, including but not limited to CAMS and HOBSONS and assist in the stabilization, modifications, and enhancements to these products up to and including the time a new SIS and CRM system is implemented.
2. **Manage system hardware and application software implementation and upgrades:** Responsible for implementing and upgrading system hardware and application software and ensures that prerequisites are met before implementing new systems and carefully monitors the rolling-out process to catch any snags
3. **Troubleshoots problems with the software:** Provides technical support and problem resolution related to business application software systems and whenever there is a problem with the software, reviews the issue and comes up with a solution

4. **Creates processes for software:** For any new software that is introduced to the organization, develop and oversee procedures for its usage. Once standards are developed, provide training to users
5. Ability to work independent without direct supervision
6. Lend enthusiastic support to college policies and to fellow co-workers, particularly in the presence of students and support personnel
7. Participate in the annual Lyceum program
8. Commitment to the mission of Sherman College and support of The Sherman Chiropractor in any way correlated to the position
9. To assume such other duties as assigned by the Director of Information Technology

Additional Duties for the Interim:

1. All iPad rollouts
2. Train new Help Desk Technician
3. Assist in knowledge transfer for AV request and oversee all A/V major events (Showcase & Lyceum)
4. Work Study time management

Basic Qualifications

Knowledge of system design, development, implementation and user support principles and practices.

- A+ Certification
- Microsoft Certified
- Experience with database management
- Familiarity with Project management principles
- Experience with Information system troubleshooting
- Demonstrated skill in developing automated business systems
- Ability to communicate technical information to a non-technical audience

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to walk, stand/sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear; running, dragging, drawing, pulling cable in confined spaces, ceilings or suitable spaces as needed; climbing, ascending or descending ladders; lifting computers, speakers, and other peripherals, raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus.

Mental Stresses: Multi-task & challenging demands

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all college policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

Signature:

Date: