SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

**[SCHOOL APPLICATIONS SUPPORT SUPERVISOR]
MANAGER APPLICATION OPERATIONS**

SALARY SCHEDULE: ADMINISTRATIVE – E

COST CENTER: <u>TECHNOLOGY AND INFORMATION SERVICES (9018)</u>

QUALIFICATIONS:
- [(1)   Bachelor's Degree from an accredited educational institution in a related business area; or,
- (2)   Minimum of six (6) years experience as a programmer and systems analyst in information systems technology.
- (3)   Minimum two (2) years supervisory management experience.
- (4)   Possess experience in providing customer support for both technical and non-technical users.]

<u>Candidates for this key Information Technology leadership position must be able to demonstrate the following to the satisfaction of the Director of Technology and Information Services:</u>
- <u>proven ability to successfully assess and apply best practices and/or current technologies to enhance the attainment of the District's educational and technological objectives.</u>
- <u>proven ability to work in a participative, collaborative manner with School employees, Administration employees and external partners as appropriate in the development and implementation of new technologies.</u>
- <u>current knowledge of industry best practices, current and emerging technologies and a demonstrated ability to utilize that knowledge to propose to the Director and leadership team strategic and tactical directions appropriate to the technologies under their direction.</u>
- <u>Demonstrate a proven ability to execute and deliver technologies quickly and effectively.</u>
- <u>Bachelor's Degree from an accredited educational institution in a related business area.</u>

KNOWLEDGE, SKILLS AND ABILITIES:
Ability to meet and deal tactfully with district personnel and information services staff. Ability to plan and schedule computer software systems development and review related work of systems analysts and programmers to conformity with plans and directives.

REPORTS TO:
[Program Director, Information Services]
<u>Director Technology and Information Services</u>

JOB GOAL
[To provide direct supervision of systems analysts and programmers and to assist in planning applications, evaluating personnel and equipment requirement.]
<u>To provide leadership and technical expertise in the development and execution of strategic and tactical plans around the operation and enhancement of production applications. To lead by example in all interpersonal and performance aspects of this key role.</u>

SUPERVISES:
Computer Systems Analysts
Computer Programmers
<u>Systems Supervisors</u>
Other assigned personnel

PERFORMANCE RESPONSIBILITIES:
- [* (1)   Consult with present and potential district users of the computer systems for preliminary determination of system and/or program feasibility.
- * (2)   Assign system development tasks to, and supervise the work of, systems analysts and programmers.
- * (3)   Assign specific programming tasks to programmers.

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* (4)   Assign systems analysts and programmers to project teams as the need arises.
* (5)   Chair structured walk through committee of Information Services to review and approve all design changes to existing systems and proposed new systems.
* (6)   Evaluate application software packages for their use in the district and assist in installation, as required.
* (7)   Schedule work flow and develop programming techniques to assist the programming staff.
* (8)   Establish and maintain systems and programming standards and procedures for Information Services.
* (9)   Ensure all development activities adhere to the Information Services system and programming standards and procedures.
* (10)   Evaluate the work of systems analysts and programmers.
* (11)   Respond to inquiries or concerns in a timely manner.
* (12)   Keep the Superintendent informed, through proper channels, of potential problems or unusual events.
* (13)   Work closely with District and school staffs to support school improvement initiatives and processes.
* (14)   Disseminate information and current research to appropriate personnel.
* (15)   Keep well informed about current trends and best practices in areas of responsibility.
* (16)   Maintain expertise in assigned areas to fulfill project goals and objectives.
* (17)   Facilitate the development, implementation and evaluation of staff development activities in assigned areas.
* (18)   Promote and support professional growth for self and others.
* (19)   Develop annual goals and objectives consistent with and in support of district goals and priorities.
* (20)   Maintain a network of peer contacts through professional organizations.
* (21)   Attend training sessions, conferences and workshops to keep abreast of current practices, programs ad legal issues.
* (22)   Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
* (23)   Prepare or oversee the preparation of all required reports and maintain appropriate records.
* (24)   Serve on District, state or community councils or committees as assigned or appropriate.
* (25)   Represent, consistently, the District in a positive and professional manner.
* (26)   Provide leadership and direction for the assigned areas of responsibility.
* (27)   Utilize appropriate strategies and problem-solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
* (28)   Exercise proactive leadership in promoting the vision and mission of the District.
* (29)   Provide oversight and direction for cooperative planning with other agencies.
* (30)   Set high standards and expectations for self and others.
* (31)   Demonstrate initiative in identifying potential problems or opportunities for improvement an take appropriate action.
* (32)   Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
* (33)   Facilitate problem solving by individuals or groups.]
  (34)   Perform other incidental tasks consistent with the goals and objectives of this position.

*(1)   Coordinate system analysis and applications development activities.
*(2)   Direct development teams in the areas of scheduling, technical direction, future planning and standard development practices.
*(3)   Meet scheduled milestones to ensure project/program objectives are met in a timely manner.
*(4)   Support and deliver dependable applications throughout the county.
*(5)   Provide consulting and contract management services, systems integration, and delivery of projects within established budget and deadlines.
*(6)   Lead in collaboration with other Managers as necessary, the definition of the enterprise business process views (the macro systems view) and the development of the interconnections of systems (the micro systems view) to support enhanced business outcomes.
*(7)   Lead in collaboration with other Managers as necessary, the definition of data standards and interconnection of data repositories necessary to support enhanced business analytics and decision support.
*(8)   Lead in collaboration with other Managers as necessary, the development of a three year strategic plan for the retirement, replacement or refreshing of our application portfolio.

*(9) Provide leadership to ensure consistency, collaboration and the application of the strategy and standards in deliver of the services we offer district in the consultation, assessment, management and implementation services around enhancements and upgrades to our operational technologies.

*(10) Consult with present and potential district users of computer systems for preliminary determination of system and/or program feasibility.

*(11) Assign system development tasks to, and supervise the work of systems analysts and programmers.

*(12) Assign systems analysts and programmers to project teams as the need arises.

*(13) Supervise assigned personnel, conduct annual performance appraisals and make recommendation for appropriate employment action.

*(14) Chair structured walk through committee of Information Services to review and approve all designs for changes to existing system and proposed new systems.

*(15) Evaluate application software packages for their use in the district and assist in installation, as required.

*(16) Schedule work flow and develop programming techniques to assist the programming staff.

*(17) Establish and maintain systems and programming standards and procedures for Information Services.

*(18) Evaluate the work of supervisors, systems analysts and programs.

(19) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 11

*Essential Performance Responsibilities