



Application Support Manager

Salary - \$87,373 - \$107,404/yr DOQ plus benefits

Hours per Day - 8.0

Days per Year - 260

***Shift** - 7:00 AM - 4:00 PM

To apply, visit: <https://cloverpark.tedk12.com/hire/Index.aspx>

IDENTIFYING INFORMATION

A. Job Title:

Application Support Manager

B. Classification Level:

Non-Represented – D

C. Reports to:

Director of Information Technology Services

D. Working Title:

SUMMARY OF ASSIGNMENT

Under the direction of the Director of Information Technology Services, this position works within a team environment to provide customer support of the District's administrative management software servers. This position works with users on problem areas to define pertinent specifications for applications. Performs data base design, program design, coding and other services. Serves as the primary user contact, technical consultant and technical advisor for assigned district administrative software. Accountable for functional requirements, software implementations, evaluation of support techniques, system interface and end user training. Responsible for state reporting. Develop tools necessary to provide customers with essential information. Provides district-wide Skyward support and training.

ESSENTIAL FUNCTIONS

- Perform a variety of complex programming tasks.
- Establish relationships with internal and external customers to determine problems and system solutions to those problems. Analyze problems draw logical solutions and prepare comprehensive reports on projects.
- Monitor and maintain databases and other data storage systems that support district Enterprise Resource Planning (ERP) systems. Manage day to day operations of the student information (i.e., eSIS, Munis), human resources, finance, and library database systems. Responsible for the year end transition of the district's student information system (eSIS). Provides technical assistance to school administrators to include master scheduling, enrollment reporting, and grading and report card systems. This position will provide backup to the system application managers to include month and year end closing reporting, Crystal Reports creation and processing, SQL report writer, and State and Federal required reporting.
- Provide support and enhancements for existing ERP systems.
- Provide application support and enhancements to existing applications. Define system requirements, priorities, and viable alternatives. Coordinate the efforts of staff to locate, assess, install, test, and maintain computer software systems. Coordinate conversions and upgrades to vendor systems.
- Prepare and maintain documentation associated with the operation of ERP systems.
- Coordinate and verify system backups and backup procedures on all ERP systems.
- Responsible to create, conduct and maintain district information systems training to including: all training materials, group and one-on-one training and ongoing assistance. Provides resource support for end users and departmental staff as necessary.
- Participate in short- and long-term planning for information systems.
- Analyze performance of programs and take action to correct deficiencies.

- Responsible for import/export of data from Student System and HR/Finance System
- Create custom reports using a variety of methods.
- May act as the back-up to the web designer as necessary.
- Assist in developing user documentation and departmental policies and procedures impacting the use of application systems.
- Study existing and proposed computer systems; design and analyze the feasibility of alternative system approaches; estimate costs and manpower requirements. Schedule implementation of new systems; evaluate performance and cost of new systems.
- Identify and request professional development and training to maintain skills relevant to changing technology and process.
- Participate in developing short- and long-term planning for information systems.
- Collaborate with Network Manager on security and networking issues as they apply to systems and applications.
- Model appropriate and cooperative behavior, including protecting confidential information consistent with district ethical guidelines.
- Foster and maintain strong productive relationships with district employees, vendors and contractors, and other community members. Work with a variety of people in a positive manner.
- Performs related duties as assigned.

The essential functions listed above are not exhaustive and may be supplemented as necessary. The position may perform a variety of non-essential functions consistent with the scope and intent of the position.

MINIMUM QUALIFICATIONS

A. Education and Experience

1. Bachelor's degree or equivalent coursework in business, mathematics, computer science or related quantitative field and three (3) years demonstrated work experience in report design, business analysis and project management; including computer experience, or
2. Associates Degree in Computer Science or related field or equivalent work experience; and five (5) years demonstrated work experience and expertise in report design, business analysis and project management; including computer experience.
3. Prefer experience with Access, Oracle, PLSQL, SQL and Unix/Linux

B. Required Knowledge, Skills, and Abilities

- Ability to exercise independent judgment in planning, organizing, prioritizing, and performing System Analyst tasks.
- Ability to communicate, motivate, and organize projects among a broad spectrum of personnel throughout the District, frequently under deadline pressure.
- Knowledge of report writing and query software.
- Expertise with microcomputer programs and processes, including Microsoft Office and statistical analysis packages.
- Ability to perform accurate complex mathematical calculations.
- Good working knowledge of relational databases.
- Demonstrated proficiency in effective written and oral communication.
- Ability to visually concentrate on details and perform work precisely and accurately.
- Ability to handle confidential information in an appropriate manner demonstrating sound judgment.
- Ability to set priorities and organize activities.
- Ability to perform on multiple tasks simultaneously.
- Ability to operate a motor vehicle and maintain a safe driving record.
- Ability to maintain confidentiality.

C. Certification and Licenses

- Valid driver's license and current proof of insurance.

DESIRABLE QUALIFICATIONS

- Familiarity with Microsoft Access, Visual Basic, Oracle, PLSQL, SQL and Unix/Linux, Skyward, and CEDARS

WORKING CONDITIONS

Hours may vary depending on District needs. Work is accomplished in a normal office environment. Requires sitting, turning, ability to talk; use fingers, hands, and arms; and listen carefully and focus while filtering out normal office noise. Dexterity of fingers and hands to operate computer keyboard. Exposure to frequent interruptions. Requires substantial continuous visual concentration and exposure to visual display terminal. Ability to lift 25 pounds. Requires driving in normal and adverse weather conditions. Ability to work occasional evenings and weekends. Required to travel various district sites required.

FLSA: Exempt

AFFILIATION: Non-Represented

JOB CLASS: Professional (960)

WORK YEAR: 260 Days

*Shifts are subject to change