

# DOUGLAS COUNTY SCHOOL DISTRICT

## Position Title: ITS Application Support Manager

Reports to: Application Development Manager; Information & Technology Services

### POSITION SUMMARY

Manage support, training, and testing for all district-wide Information Technology systems. Work closely with other IT divisions including Application Development, Web Services, Student Records (state reporting) and Technology Services. Collaborate with clients to improve support and implementation of effective and efficient technology solutions.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- D 35% Manage and supervise the daily activities of the Application Support Team, to include training, coaching, organizing, planning, and staffing operations. Define goals and objectives for the team. Implement policies and procedures regarding how problems are identified, received, documented and corrected.
- D 15% Analyze helpdesk information to determine issues requiring additional client training or information dissemination, and escalation or feature requests to other Douglas County School District groups or vendors.
- W 10% Reviews tickets in progress and completed assignments for accuracy, efficiency, maintainability, and adherence to established standards. Identifies district and staff training needs. Facilitates staff knowledge transfer and cross-training of skills and applications.
- W 10% Evaluates new software releases to determine user impact, support and training requirements. Advises and/or assists in development and execution of end-user test plans for new programs and updates to existing systems. Reviews test results and coordinates resolution.
- M 10% Oversee delivery of application training to clients including scheduling, creation and updates to material, and feedback process.
- M 5% Observe and measure organizational performance and client satisfaction against customer requirements. Liaison with other DCSD teams and departments, both within ITS and without.
- Q 3% Sets and maintains standards for Information Services relative to application support, training and testing. Implement methodologies to improve first call resolution, manage customer perceptions, and build strong internal relationships.
- Q 2% Market the image of the Application Support Team as a support group showcase that advances the ITS vision and strategy.
- A 5% Works as part of a project team during the implementation of any new enterprise-wide application to ensure effective support of the application during and after deployment.
- 5% Performs other related duties as assigned or requested.

## **MINIMUM EDUCATION OR FORMAL TRAINING**

Bachelor's Degree in Computer Science, Information Systems, or equivalent experience and training.

## **MINIMUM EXPERIENCE**

- Three years enterprise-wide application support experience and staff training.
- Three years experience managing and/or supporting automated information management systems.
- Advanced knowledge in the preparation and maintenance of applications documentation.

## **SKILL REQUIREMENTS**

- Basic knowledge of Macintosh and Windows operating systems and computer applications.
- Excellent verbal, phone and written communication skills.
- Strong organization, analytical, and prioritizing skills.

## **GENERAL EXPECTATIONS**

Is flexible in work assignments and has the ability to multi-task.

Has the ability to work cooperatively with management and co-workers.

Has the ability to understand and follow complex oral and written instructions.

Has the ability to perform responsibilities without the necessity of close supervision.

Has the ability to effectively communicate with the school district community.

Has the ability to meet attendance standards and work the hours necessary to perform the essential functions of the job.

Maintains a generally positive attitude.

Observes all District policies and procedures.

## **LICENSES OR CERTIFICATION – Valid Colorado Driver's License**

## **ESSENTIAL ENVIRONMENTAL DEMANDS**

Mostly clean and comfortable.

## **ESSENTIAL PHYSICAL REQUIREMENTS**

Occasional lifting of up to forty (40) pounds.

Frequent bending, stooping, walking, standing, kneeling, squatting, reaching, and sitting.

## **SUPERVISORY DUTIES – Daily supervision of District Application Support Staff (8-16 employees).**

## **WAGE SCHEDULE –TK 5**

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This job description is not intended to create any express or implied contract of employment or expectancy of continued employment for any definite term.