



JOB DESCRIPTION

JOB TITLE: **Software Support Manager**

Position Type: Exempt	Department: Information Services and Technology
Salary Schedule: Exempt	Location: Administrative Services
Salary Range: 7	Reports to: Director of Information Services and Technology
Term of Employment: 12 months	Date: August 23, 2019
Shift: Day	Approved by: Human Resources

POSITION SUMMARY:

To maximize the District's development, implementation and maintenance of district developed software products within approved budgets and time lines. Manage, mentor and guide a highly effective development staff.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS:

- Manages a team of application software and best-practice specialists in support of the operation of district's management information systems.
- Plans, organizes, and controls the District's student information system, data management and information systems, including systems analysis and operation support activities.
- Ensure the timely submission and compliance of all the Federal and State mandated data requirements.
- Controls and maintains an efficient, effective, and fully integrated student information system, management information system, and implement improvements as needed and appropriate.
- Monitors and reports applications and software performance, recommends plans to improve the performance, implement new, or eliminate obsolete software systems.
- Ensures validity, security, and timeliness of data and information through appropriate internal control system.
- Analyzes the management information and data needs of the District and develops and/or recommends solutions to provide for the needs.

- Provides consultant services to campuses and departments as related to the use of applications and software for administrative data and information management.
- Develops and recommends staffing requirements needed for successful accomplishment of the job duties.
- Measures personnel performance as related to the job function areas and recommends the hiring, placement, promotion, suspension or termination of employees.
- Mentors and encourages growth of the software support team.
- Recommends related function area's budget to support District needs and manages the function within the approved budget.
- Develops and maintains standards and procedures. Ensures that standards and procedures are enforced and followed accordingly.
- Monitors and controls the progress of all active plans and activities, taking corrective action as needed.
- Prepares periodic status reports as needed or required.
- Must be accessible throughout the workday for administrators.
- Must meet any additional specific job requirements as indicated by the department.

MARGINAL DUTIES:

- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Completes other job related duties as assigned by the supervisor.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises 3-5 employees and indirectly oversees all other IS&T employees when related to job function.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

OTHER SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:

- Demonstrates the ability and desire to provide outstanding customer service.
- Demonstrates the ability to work effectively under time constraints.
- Must be organized with the ability to multitask.
- Must be detail-oriented and self-motivated.
- Must have excellent memory and ability to function well under stress.
- Must be able to work independently with minimal supervision and/or assistance.
- Must demonstrate an extremely high regard for confidential and sensitive information.
- Must demonstrate flexibility, common sense, and good judgment.
- Must have ability to keep abreast of information pertinent to the job.
- Must maintain a well-groomed appearance.
- Must have an advanced knowledge of computers.
- Adheres to the district/department vision, mission and goals in collaboration with staff and supervisor.

- Develops and demonstrates progress of district/department goals.
- Is receptive to ideas, issues and concerns presented by all constituents.
- Provides purpose and direction for individuals and groups within the schools and/or departments.
- Evaluates personnel in accordance with district and state policies/timelines.
- Maintains accessibility, listens to seek clarity and responds in a timely manner.
- Conscientiously fulfills responsibilities and follows directives by meeting deadlines.
- Demonstrates clear articulation of content accurate information through both oral and written communication.
- Demonstrates collaborative problem-solving skills.
- Participates in district professional development activities in a timely manner.
- Uses professional day in a productive manner.
- Demonstrates knowledge of and adheres to district policies and administrative procedures.
- Demonstrates a personal and professional code of ethics.
- Completes assigned tasks and projects in a competent and timely fashion.
- Adheres to legal and procedural guidelines regarding confidentiality and disclosure of information.
- Demonstrates effective management of all fiscal resources and responsibilities.
- Makes clear and well-defined decisions.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED:

- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's Degree (B.A.) in business, computer science, or related field is preferred.
- Minimum of five years experience in computer information management and software development.
- Educational operations and operating environment preferred.

LANGUAGE SKILLS:

- Demonstrates the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Demonstrates the ability to write reports, business correspondence, and procedure manuals.
- Demonstrates the ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

- Demonstrates the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Is able to apply concepts of basic algebra and geometry.

REASONING ABILITY:

- Demonstrates the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Is able to read and interpret a variety of instructions and data furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

- Regularly required to stand, reach with hands and arms, talk or hear and taste or smell.
- Frequently required to use hands to finger, handle, or feel objects, tools, or controls.
- Must be able to walk, and occasionally climb or balance; stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 30 lbs.
- Must have close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

ENVIRONMENTAL CONDITIONS:

- The noise level in the work environment is usually moderate.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMMENTS:

This job description is intended to be representative of the work performed by employees in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities as defined by the supervisor.

This is a temporary management guide tool, subject to change.