



# Poudre School District

## HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Applications Support and Data Manager** FLSA Status: **Exempt**  
 Job Family: **Information Technology** Pay Range: **IT98Y**  
 Prepared/Revised Date: **August 1, 2023** Job Code: **38025**

**SUMMARY:** Responsible for providing direction, leadership, training, project management, evaluation, and prioritization of day-to-day operations for Applications Support to maintain a productive working environment including front-end applications support, maintenance. Responsible for coordination of District, state and federal data reporting including data analysis. Act as a liaison in collaboration with IT Staff and the IT Leadership Team. Build partnerships across the organization to foster communication and collaboration. Under the direction of the Director of Software Development & Support, conduct project management, communication and supervises the of work conducted by the Applications Support Team and Data Analyst Teams.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *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.*

Description of Job Tasks	Frequency	% of Time
	Daily = <b>D</b> Weekly = <b>W</b> Monthly = <b>M</b> Quarterly = <b>Q</b> Annually = <b>A</b>	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Supervise, mentor, train, coordinate and evaluate the Applications Support Team by providing guidance and prioritization on tasks, responsibilities, and projects. Facilitate discussion among team, other IT staff, and users to resolve issues in a timely manner. Provide regular updates to IT supervisor.	D	20%
2. Coordinate and provide assistance to District departments for data needs, collaborate with building and department leaders, in coordination with IT Data Analysts, to ensure student data needed for projects, state/federal reporting, and school improvement are produced in an accurate manner. Guide internal customers on best practices of data reporting, following District policies and procedures relating to data privacy. Receive and assign data/reporting requests Aid in identifying and designing of reporting solutions that support data needs. Complete occasional requests.	D	20%
3. Collaborate closely with IT Project Coordinator, assist teams in creating and executing project work plans, coordinating project schedules with other teams, and departments/vendors, as appropriate. Assist with establishing needs, specifications, impacts, locations, and scheduling for projects. Coordinate and ensure the team documents job specific workflows, business practices, and processes, and creates, manages, and maintains technical documents in support of IT standards, policies, and procedures.	D	10%
4. Provide guidance, mentoring, and training as defined by IT Director. Partner with supervisors and team individuals to aid in forming action plan(s) to ensure team members meet the goals and objectives for positions, department, and the District. Monitor staff and time-to-resolution to ensure optimum user/system performance. Monitor quantitative and qualitative achievements including ticket and phone statistics of the team and report to IT Director. Ensure the use of best practices in the delivery of technical and application support such as issue resolution and ownership, escalation, training, tracking, and reporting.	D	10%
5. Assist with business process change management as determined by IT and other department requests. Ensure project leads are completing project updates and appropriate staff attend weekly department meetings.	D	8%



6. Work with other IT staff, departments, and schools in the coordination of projects, training, procedures, and administrative guidelines involving District applications and processes with focus specifically on student data. Build partnerships across the organization to foster communication and collaboration.	D	8%
7. Attend work and arrive in a timely manner.	D	1%
8. Provide project management for state and federal student data reporting requirements for all District schools and charter schools. Ensure accurate and compliant data submission and remain current on reporting requirements. May be assigned tasks for completion.	W	5%
9. Assist Application Support Team in monitoring student data for accuracy by identifying data quality issues. Work closely with Data Analysts and Software Engineers to coordinate data auditing efforts.	W	5%
10. Write, send and/or coordinate District communication(s) including but not limited to notices related to District applications. Ensure IT staff and PSD staff are kept up-to-date on important IT related information.	W	2%
11. Coordinate upgrades to student information system, and other identified District applications. Design, establish, manage testing objectives and timelines, and troubleshoot conflicts. Work closely with student information system vendor(s) on outstanding tickets and system release(s).	W	2%
12. Review and recommend District policies, procedures, and administrative guidelines related to student data with focus of adhering to state and federal requirements. Complete training, research, and other professional development opportunities to expand knowledge.	W	2%
13. Assist in coordinating, and performing, student enrollment tracking, including projections, and review as needed.	A	2%
14. Perform other duties as assigned.	ongoing	5%
	TOTAL =	100%

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor’s degree in computer science, computer information systems, math, statistics, or related field
- Five years of experience in report writing, including technical documentation and analytics
- Experience with project management and leading teams strongly preferred
- Equivalent combination of education and experience acceptable

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Valid Colorado Driver’s license
- Criminal background check required for hire

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Strong oral and written communication skills
- English language skills
- Advanced interpersonal relations skills
- Strong customer service skills
- Ability to lead a project team and communicate project status effectively
- Complex analytical, mathematical, and statistical skills
- Advanced organizational, time management, and attention to detail skills
- Skills in Transact SQL using SQL Server, including producing complex ad-hoc queries and the ability to import and manipulate data
- Knowledge of SQL Server Reporting Services (SSRS), Excel and Crystal Reports
- Knowledge of SQL Server Analysis Services, PowerPivot, PowerBI or other BI tools
- Knowledge of Microsoft Office Suite, especially Excel
- Ability to draw insights from the District’s data
- Strong ability to self-direct and prioritize daily tasks with minimal supervision in alignment with District priorities
- Advanced report writing skills



- Thorough understanding of relational databases
- Advanced application development skills
- Advanced ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to follow written documentation
- Ability to interact professionally with managers, developers, and subject matter experts
- Ability to work independently with minimum supervision as well as work and be a part of a team
- Strong capacity to learn quickly in a fast-paced environment and handle tasks simultaneously, meet deadlines and research and apply new technologies as necessary
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines, and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Advanced operating knowledge of and experience with technology devices, peripherals, and media equipment
- Advanced operating knowledge of and experience with office software
- Operating knowledge of and experience with typical office equipment, such as telephones, copiers, e-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

- This position reports directly to the Director of Software Development and Support in the Information Technology (IT) Department.

	POSITION TITLE	# of EMPLOYEES
<b>Direct reports:</b>	Applications Support Analysts	6
	Data Analysts	4

- Responsible for assisting with interviewing, hiring, and training employees; assisting with planning, assigning and directing work; and assisting with addressing complaints and resolving problems.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle or feed			x	
Reach with hands and arms		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste	x			
Smell	x			



WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				x
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				x
Analyze				x
Communicate				x
Copy		x		
Coordinate				x
Instruct				x
Compute			x	
Synthesize			x	
Evaluate				x
Interpersonal Skills				x
Compile			x	
Negotiate			x	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places	x			
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	
Loud	x
Very Loud	