



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Director of IT Software Development & Support** FLSA Status: **Exempt**
Job Family: **Administrative** Pay Range: **J**
Prepared/Revised Date: **October 16, 2018** Job Code: **10321**

SUMMARY: Responsible for directing the development, implementation, administration and support of PSD information systems. Provides dynamic team and servant-based leadership, collaborative management and strategic vision for all aspects related to front-end applications support and maintenance, including data analysis, reporting and help desk/call center areas. Directs technicians, application support, web design and software development staff to ensure that end-users are receiving the highest level of application support services. This includes the student information system and all other District applications, as well as the first-level support of hardware and software. Work in partnership with IT and District leadership to set information technology direction, strategy and vision. Report directly to the Executive Director of Information Technology.

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. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

Description of Job Tasks
1. Direct the prioritization of assigned projects in coordination with District and IT leadership. Provide Project Management and leadership to project teams, including assignment of individual responsibilities, tasks, technical functions and status reporting. Provide subject matter expertise. Assist with business process change management as determined by District and department requests.
2. Create strategic goals and allocate and review work of assigned staff across multiple teams. Provide guidance, leadership and mentoring to develop the technical expertise needed to meet long-term business objectives. Supervise and evaluate the performance of assigned staff.
3. Plan, collaborate, and coordinate internally with staff members throughout the District as well as externally with vendors, contractors, and organizations to ensure proper integration of systems and applications in schools, instructional support groups, and operational units. Work with Contract Administrator to negotiate contracts with manufacturers for software, hardware/hosting, and consulting services.
4. 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 protection and security.
5. Ensure the use of best practices in the delivery of technical and application support by directing crisis management, complex troubleshooting, root cause analysis, issue resolution and ownership. Assume ultimate responsibility for necessary escalations, training, and executive reporting.
6. Ensure compliance of the organization's daily activities and strategic plans to District and Department policies and administrative guidelines.
7. Prepare and manage operational and software support budgets.
8. Direct Support Center staff in process development, asset management and end user training material development.
9. Coordinate upgrades to student information system and other identified District applications. Design, establish, manage testing objectives and timelines, and troubleshoot conflicts.
10. 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 is produced in an accurate manner.
11. Review, recommend and audit District and IT policies, procedures, and administrative guidelines related to student data with focus of adhering to state and federal requirements. Remain current on relative technologies for strategic PSD roadmap planning.
12. Lead strategic efforts to coordinate with Software Engineers, DBA, System Administrators, other IT Staff and District departments to ensure proper integration of student data with all applications, such as Transportation, Special Education, Assessment, etc.



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Description of Job Tasks

13. Work with IT staff and District department leadership in the design of project, implementation, maintenance, support and disaster recovery/business continuity plans for student information-related systems.
14. Establish processes to ensure timely information related to student data, processes, and applications are distributed to District staff and via online forums.
15. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science, management information systems, business, or a related field
- Master's degree preferred
- Minimum of seven years of experience in IT information services, customer support, project management, and employee management
- Education industry or K-12 School District experience preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Strong customer service skills
- Advanced math skills
- Advanced organizational and time management skills
- Advanced supervisory and management skills
- Strong understanding of K-12 instructional mandates and goals
- Advanced knowledge of Microsoft Office Suite
- Advanced level of analytical and problem solving skills as it relates to student information system and other software applications
- Advanced level of skills in determining accurate setup, operation and maintenance parameters for District applications in areas such as student information systems and grade book, assessment, learning management, special education, early childhood and custom in-house applications
- Advanced knowledge of Microsoft Windows and Apple OSX/iOS operating systems while using client devices
- Strong working knowledge of Microsoft operating systems (workstation and server) and management systems such as Active Directory/LDAP
- Strong ability to adapt to rapidly changing environment that will include acquiring, understanding, and implementing new technologies
- Proficient knowledge of information security concepts and practices
- Thorough understanding of relational databases
- Advanced report writing skills
- Knowledge in Structured Query Language (SQL) and report writing highly desirable
- Ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Ability to write clear and accurate documentation at both the end-user and the technical levels
- Ability to provide excellent customer service on the phone and face-to-face
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to promote, 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



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- Ability to promote and follow Board of Education policies, Superintendent policies, 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 personal computers, office software and peripherals
- Advanced operating knowledge of and experience with data management
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

- This position reports directly to the Executive Director of Information Technology in the Information Technology (IT) department.

	POSITION TITLE	# of EMPLOYEES
Direct reports:	IT Data Analyst I	3
	IT Data Analyst II	1
	Application Support Analyst I	3
	Application Support Analyst II	3
	App Support and Data Systems Lead	1
	District Support Technician I	1
	District Support Technician II	3
	District Support Technician Team Lead	1
	Web Designer	1
	Software Engineer I	2
	Software Engineer II	2

- Responsible for training employees; planning, assigning and directing work; appraising performance; and assisting with interviewing, hiring, rewarding, disciplining, and terminating employees.

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			



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WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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				

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	x
Loud	
Very Loud	