

Jordan School District
ADMINISTRATION JOB DESCRIPTION

Job Title: **Application Development and Support Manager (M94)** Lane Placement: X4

Department: Information Systems

Supervisor's Title: Department of Information Systems

Contract: 242 Days

FLSA Classification: Exempt

Hours per Day: 8

Original date: 06/93 Revised: 03/97 Revised: 03/09 Revised: 01/16 Revised: 06/20

Revised: 07/25 Revised: Revised: Revised:

GENERAL FUNCTION

Under the supervision of the Director of Information Systems, the **Application Development and Support Manager** is responsible to direct and supervise the support services and programming staff in the support, management, development, implementation, administration, security, training and architecture of enterprise applications. Enterprise applications include business, student and office applications. Provides leadership in the planning of new services and applications, analyzing impact on existing resources and developing technical recommendations for future growth and development.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Provide direction, leadership, supervision and training to the support services and programming staff. Administer personnel policies, make employment decisions and evaluate employee performance.
- Provide technical support, troubleshooting, and training of enterprise applications to staff and end-users.
- Provide management, design, development, implementation, administration, security, and architecture of enterprise applications.
- Responsible for identifying and determining software development needs and priorities.
- Responsible for managing and meeting Information Systems state reporting requirements.
- Identify and recommend solutions, products, tools, standards, processes, training, vendor sources, and purchasing specifications.
- Identify and facilitate customer expectations and needs to improve quality of service.
- Serve as a District Information Systems coordinator and liaison with the Board of Education, state agencies, federal agencies and other educational institutions.
- Participate in technology planning efforts and new initiatives.
- Support all information systems staff in accomplishing their assigned responsibilities.
- Develop business continuity solutions, policies and best practices in areas of responsibility.
- Support the Department of Human Resources in the employment, evaluation, compensation and discipline of employees and in the interpretation of policies. Assists in updating and creating job descriptions to accurately reflect job duties.
- Maintain service contracts and maintenance agreements in areas of responsibility.
- Maintain configuration and procedural documentation.
- Ensure best practices in change management schedules and controls.
- Requires effective and timely communication with employees, administrators, and partners.
- Requires evening, late night and weekend work to meet deadlines and priorities.
- Must be able to provide own transportation as position requires travel using own transportation to school and District sites.

- This position requires punctual and regular daily attendance at work location.

NON-ESSENTIAL FUNCTIONS

- Maintains professional competence by reviewing appropriate literature and participating in appropriate organizations.
- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires a Bachelor's degree in computer science or related technical field of study PLUS five (5) years of successful job-related work experience or an equivalent combination of education and experience. Bachelor's degree preferred.
- Advanced IT certifications are preferred.
- Experience in K-12 school setting and knowledge of K-12 applications is preferred.
- Requires knowledge of desktop and server administration and management.
- Requires knowledge and experience with industry-standard programming methodologies, languages, and relational databases.
- Requires advanced knowledge of office software, computer equipment, peripherals and networking.
- Requires experience with incident detection, incident response and forensics.
- Requires the ability to work through highly complex technical troubleshooting and analysis processes and to lead staff through the same processes.
- Requires knowledge of industry-standard change management practices.
- Requires experience in team leadership, direct supervision, training and project management.
- Requires effective communication, decision-making, interpersonal and analytical skills.
- Requires competence in reading, writing and advanced mathematical principles and logic.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Must be able to provide own transportation as position requires travel using own transportation to school and District sites.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Standard office equipment and machines.
- Computer hardware, software, peripherals and related IT equipment and tools.

Physical Requirements – Not limited to the following:

- Must periodically lift and move computer hardware up to 50 pounds.
- Occasional danger from high voltage electrical units.
- Ability to drive between District locations using own transportation.
- Dexterity and physical strength to handle equipment and tools in order to mount devices in equipment racks.
- The employee is frequently required to use hands and fingers to type.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*