Applications Manager

Job Overview

The purpose of this job is to is manage the software and web applications for the school district.

Duties and responsibilities include managing rostering and single sign on for district and school applications, overseeing security for all applications, and overseeing the department specialists.

This job reports to the Director of Instructional Technology.

Essential Functions

- Provides oversight and management to the department specialists for the Instructional Technology Department.
- Manages the implementation process for district and school applications.
- Works with other departments to ensure application troubleshooting procedures are up to date.
- Handles escalated troubleshooting tasks and works with team members on problem recognition, correlation and notification, maintains an open line of communication regarding events and follow-ups.
- Proactively determines ways to improve support/service and reduce help tickets.
- Assists with ticket system maintenance and organization.
- Sets objectives and deadlines for work, formulates plans and projects that increase efficiencies.
- Helps drive technical innovation while promoting a team building environment.

May perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Working Environment

Working environment consists of open office space.

Generally, the job consists of 60% sitting and 40% standing.

Qualifications

Minimum experience: 3 years experience working with software application implementation and maintenance.

Minimum education: Bachelor's degree – OR – 4 years relevant experience in addition to the experience requirements above.

The ideal candidate will have the following education, experience, skills, knowledge, abilities and/or competencies:

- Ability to make challenging decisions, remain professional under stress and possess exceptional judgment.

Required Testing:	Required Certificates and/or Licenses:	FLSA Status:
None	None	Exempt

Continuing Education/Training:	Clearances:	Employee Type:
None	Criminal Justice Fingerprint/Background Clearance	Classified