SEMINOLE COUNTY PUBLIC SCHOOLS, FLORIDA
Position/Job Description

SUPERVISOR, IS Application Support

QUALIFICATIONS

- Master's Degree with specialization in Information Systems or a related field and three (3) years related experience, including supervision **OR** Bachelor's Degree with specialization in Information Systems or a related field and five (5) years related experience, including supervision **OR** Associate's Degree and seven (7) years' experience in a related field, including supervision.

KNOWLEDGE, SKILLS, ABILITIES

- Knowledge and demonstrated understanding of the technology and best demonstrated practices used in establishing training programs and customer support processes.
- Knowledge of current practices in technical skills training for large organizations.
- Knowledge of about successful use of online learning and training in an environment with customers ranging from entry-level employees to senior-level professionals.
- Ability to work effectively with a wide range of constituencies in a diverse teaching and learning environment.
- Ability to supervise, train, and motivate teams in a manner that ensures the attraction, development, and retention of competent staff.
- Analytical ability, combined with a technical skill base, which enables development and recommendation of solutions involving procedural and system components.
- Strong interpersonal and communications skills.
- Strong customer service orientation.

SUPERVISION

REPORTS TO   Chief Technology Officer
SUPERVISES   Assigned Information Services Personnel

POSITION GOAL

To oversee the development and delivery of training for the District's information systems; oversee the Information Services Help Desk and to administer the District records and forms management functions.

PERFORMANCE RESPONSIBILITIES

1. *Supervise the Information Services Application Support team and programs related to all enterprise software applications, including the student information system and the Enterprise Resource Planning systems for HR and Finance.
2. *Supervise the creation of curriculum to implement training solutions for delivery in real, virtual, and blended professional training environments utilizing video and interactive components that will be integrated into the District's current learning management system.
3. *Develop metrics to measure the use of and effectiveness of Information Services support and training programs.
4. *Supervise all aspects of state reporting requirements for public school districts.
5. *Prepare and manage the District's FTE Forecast employing a collaborative and iterative process.
6. *Supervise the District's records management program, including criteria for designating records as vital and/or confidential.
7. *Supervise the development of written procedures relating to the management of official District forms; records transfer, release, and other records handling; and public records requests.
8. *Engage in collaborative work with various departments to support the teaching and learning mission of Seminole County Public Schools.
9. *Monitor continued developments in human technology for purposes of supporting the District, including areas such as cybersecurity and data privacy.
10. Perform other duties as assigned by the Chief Technology Officer.
*Denotes essential job function/ADA

EQUIPMENT / MATERIALS

Standard Office Equipment

PHYSICAL REQUIREMENTS

Sedentary Work   Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently to lift, carry, push, pull, or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

PHYSICAL ACTIVITIES

Sitting   Resting with the body supported by the buttocks or thighs.
Standing   Assuming an upright position on the feet particularly for sustained periods of time.
Walking   Moving about on foot to accomplish tasks, particularly for long distances.

WORKING CONDITIONS

Indoors   The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes.

TERMS OF EMPLOYMENT

PAY GRADE
AO-07-E $76,811 - $117,713
District Salary Schedule
   Months   12
   Annual Days 258
   Weekly Hours 37.5
   Annual Hours 1935

POSITION CODES
PeopleSoft Position TBD
Personnel Category 14
EEO-5 Line 44
Function 7750
Job Code 1440
Survey Code 77210

FLSA
☐ Applicable
☒ Not applicable   Previous Board Approval

BOARD APPROVED
April 27, 2021
May 8, 2012
February 8, 2011
May 9, 2006
April 13, 1993

ADA Information Provided by   Tim Harper
Position Description Prepared by   Tim Harper

The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment in the District.