SEMINOLE COUNTY PUBLIC SCHOOLS, FLORIDA
Position/Job Description

MANAGER, IS Application Support

QUALIFICATIONS

- Bachelor's Degree with specialization in Information Systems or a related field and three (3) years related experience, including supervision **OR** Associate's Degree and five (5) years' experience in a related field, including supervision **OR** High School Diploma, equivalence or Florida Special Diploma and combination of seven (7) years related field and supervisory experience.

KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of and practical experience with implementing customer service principles, techniques, systems, and standards.
- Knowledge and demonstrated understanding of the technology and best demonstrated practices used in customer service and support.
- Strong interpersonal/communication skills and the ability to work effectively with a wide range of constituencies in a diverse environment.
- Proficiency in written and oral communication skills.
- Ability to supervise, train, and motivate teams in a manner that effectively ensures the availability of technically competent, responsive, customer-oriented staff.

SUPERVISION

REPORTS TO   Director, Staffing/Position Management/FTE and Certification or Chief Information Officer
SUPERVISES   Assigned Information Services Personnel

POSITION GOAL

To oversee the daily operation of customer service activities for a comprehensive Information Services department that provides support to over 6,000 staff serving 65,000-plus students.

PERFORMANCE RESPONSIBILITIES

1. *Establish and maintain an effective single point of contact for the reporting of enterprise application related issues and requests.
2. *Supervise workflow of enterprise application support activities to ensure proper staffing coverage, as well as the review, triage, distribution, and escalation of related issues and requests.
3. *Analyze enterprise application functions and usage for the development of or improvement of support and training programs.
4. *Serve as a liaison between Information Services and all cost centers/schools in the District related to software application needs.
5. *Prepare monthly strategic plan key performance indicators and other customer service related metrics to distribute to appropriate Information Services leadership.
6. *Develop and maintain procedures for use by customer service staff and management of the function during manager absences.
7. *Establish and maintain communication to District and school-based personnel regarding planned or unplanned system outages.
8. *Develop and support training programs focused on cybersecurity awareness and data privacy.
9. *Keep current on technological developments and their implications on school administrative computing.
10. *Manage and develop a team in line with current district technology needs with proper skills, training and organizational awareness.

11. Perform other duties as assigned by the Director, Staffing/Position Management/FTE or Chief Information 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	POSITION CODES		FLSA		BOARD APPROVED
AO-10-F $72,626 - $111,414	PeopleSoft Position	TBD	☐ Applicable		**February 6, 2024**
District Salary Schedule	Personnel Category	06	☒ Not applicable	Previous Board Approval	**April 27, 2021**
Months 12	EEO-5 Line	44			**May 8, 2012**
Annual Days 258	Function	7750			**September 13, 2005**
Weekly Hours 37.5	Job Code	1681		ADA Information Provided by Tim Harper	
Annual Hours 1935	Survey Code	77213		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.