

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 Supervisor, IS Application Support
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.

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11. Perform other duties as assigned by the Supervisor, IS Application Support.

**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-10-F \$66,346 - \$101,772

District Salary Schedule
Months 12
Annual Days 258
Weekly Hours 37.5
Annual Hours 1935

POSITION CODES

PeopleSoft Position TBD
Personnel Category 06
EEO-5 Line 44
Function 7750
Job Code 1681
Survey Code 77213

FLSA

Applicable
 Not applicable

Previous Board Approval

BOARD APPROVED

April 27, 2021
May 8, 2012
September 13, 2005

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