

Job Description

Job Title: **Administrative Data Services Executive Director**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Prepared/Revised Date: **July 2015**

Job Code: **090529**
 FLSA Status: **Ex - A**
 Pay Range: **L05**
 Work Year: **12 months**

SUMMARY: Responsible for the successful functioning of the administrative systems and databases, software applications, and helpdesk, as well as related services such as project management, training, systems analysis, systems integration, and data analytics in the Information Technology (IT) department. Supervises all staff in the following workgroups; Student Information Systems Developers and Application Analysts, Enterprise Developers and Analysts, Help Desk, and Project Management. Area of responsibility includes but is not limited to systems serving core administrative functions such as HR, Finance, Business Services, as well as mission-critical student information systems serving Learning Services, schools, and the community. Responsible for entire lifecycle of software and data from analysis to support, systems integration with other service/system providers, and provisioning of data feeds and analytics in support of compliance with local, state and federal regulations. Ensures a focus on business process improvement and project management best practices, leading to higher return on investment, cost savings, quality of service for district stakeholders. Works aggressively to ensure that all work in this area lines up with IT strategy, district priorities and Learning Services vision, and that it meets regulatory guidelines, and positively impacts student outcomes. Provides management, direction and leadership to all IT staff that help architect, operate and maintain such technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Actively manages and guides development of key administrative systems used in the district, in line with the strategy and priorities of areas such as Finance, Human Resources, Business Services, as well as Learning Services and schools. Collaborates with diverse stakeholders in Adams 12 district around ongoing development and implementation of a vision for process improvement. Continually keeps up to date with changes in processes, regulations, district strategy, and the vision of Senior Staff, in order to create systems and processes that positively impact student outcomes, reduce cost of doing business, and improve customer service and return on investment provided to parents, staff and community stakeholders.	D	20%
2. Directs all software development work and staff such as software developers, database administrators, systems analysts, application analysts and software testers, while ensuring that a standardized, structured software development methodology is followed, with a focus on agility and innovation. Guides the evolution of such methodology and process, through research gleaned from external sources including interaction with software industry and K-12 best practices. In particular ensures that customer requirements, solution design, application code, database design, system documentation, and system testing follow an approved set of standards and all such work is stored centrally and securely with version control, with appropriate collaboration and sign-off from customers.	D	20%
3. Delivers on-time, on-budget projects featuring strong, customer-centric project management work relative to Administrative Data Services in IT. Ensures that all projects are managed using approved project management best practices and checklists, while utilizing strong testing and contingency planning, and while featuring high quality project content and communication. Ensures that projects feature a high degree of engagement with the customer throughout the project lifecycle such that the customer is always aware of rate of progress against stated deadlines, and is offered the ability to influence project direction. Ensures high degree of communication and collaboration within internal project delivery team in IT as well as with external stakeholders throughout the project lifecycle. Ensures that IT staff has access to appropriate knowledge, training and support necessary in order to achieve success on projects. Ensures close collaboration with customer departments who will go live with delivered systems to ensure that they are ready to switch over to new systems and processes in terms of training and capacity, and also have a contingency plan in collaboration with IT should things not work as planned.	D	15%

4. Ensures a maximum uptime (as close to 99.999% as possible) of all software systems under the purview of this position. Ensures that Service Level Agreement and/or standard procedures for dealing with software-related outages and off-hours troubleshooting are formally negotiated with customers and followed by all staff. Oversees scheduling of resources, communication and response during system outages relative to Administrative Data Services. Responsible for the evolution and implementation of disaster recovery plan and business continuity relative to all software applications.	D	10%
5. Evaluates and manages customer relationships, staff skill-sets, technology configurations and project portfolios to diversify risk and maximize organizational effectiveness. Manages and staffs all software development, application analyst, helpdesk positions and other roles under the purview of this role based on the most recent organization charts, or as directed by the Chief IT Officer. Models, supports and leads continuous improvement of technology skills, customer service, and support processes, while drawing inspiration from public and private sector organizations that have implemented industry best practices including frameworks and standards such as Agile, PMP, ITIL, ISO 9000, Six Sigma, etc.	D	10%
6. Actively maintains a culture of a shared leadership model with key leaders in staff, while retaining full responsibility over the success of the software and helpdesk side of IT operations. Fosters a culture where everyone knows what they need to achieve in order to be considered successful, while supporting them in their growth. Provides appropriate autonomy to lead technical experts and architects on staff while holding them accountable for overall success of their subsystems and projects. Creates a growth path for all staff through internally developed efforts such as peer-to-peer mentoring and cross-training, while also incentivizing staff to engage in vendor/industry training seminars and accredited continuing education programs.	D	5%
7. Engages key end-user groups and stakeholders in Steering and Governance processes, with an eye to constantly building a clearer, more effective, and more collaborative IT strategy in line with district and customer needs. Empowers end-users and stakeholders in new ways to access and manage resources (data, software and processes) on their own, while ensuring that overall system integrity and compliance with regulations and deadlines are maintained.	M	5%
8. In partnership with Adams 12 stakeholders continually assesses the district-wide need to replace software systems and applications, while providing an updated budget that accurately estimates IT spending with 12 month detailed breakdowns and 60-72 month projections. Follows district purchasing guidelines and best practices, and utilizes multi-vendor RFP purchasing processes. Provides a business case for new technology investments based on strong input from customers and community stakeholders, with multiple alternatives or comparisons between in-house and off-the-shelf solutions in ways that makes it easy for district leadership to make effective technology investment decisions	M	5%
9. Co-manages the IT department in concert with Chief IT Officer and the Academic Computing Services Executive Director, including direct supervision and evaluation of Administrative Data Services staff. Continually updates the management dashboard for the department, and adjusts staffing, budgets, and priorities to ensure that customers' needs are met, and that staff are highly motivated and engaged, while preserving work-life balance for all IT staff.	D	5%
10. Acts as a backup to CITO on senior staff, as well as at board meetings, particularly representing the software and systems project side of IT operations. Actively develops relationships with senior staff, learning about key initiatives and projects, and ensuring that communication with senior staff is prompt, constant and action-oriented.	W	4%
11. Perform other duties as assigned.	Ongoing	1%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in business, education or information technology, or related disciplines preferred. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Master's degree in related disciplines is preferred, but not required.
- Minimum seven (7) years' experience in information technology management.
- Minimum ten (10) years of experience in K-12 software systems projects.
- Must successfully complete current district training for supervision of Classified Staff within one (1) year of entering position.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Subject Matter Expertise in K-12 administrative data systems, student information systems and business processes.
- Demonstrated history of advanced customer service, communication and interpersonal skills.
- Upper management or senior staff experience with regards to software development or related services.
- Demonstrated history of leadership with multi-million dollar, customer facing projects and systems spanning the entire enterprise.
- Advanced knowledge of industry best practices relative to IT management including methodologies, frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc.
- Advanced expertise in IT Project Management and enterprise technology implementation.
- Ability to promote and follow Board of Education policies, Superintendent Policies, School and Department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Microcomputer, Microsoft Office applications, Student Information Systems, Enterprise applications, and other IT applications.
- Specialized project management, diagramming and software: Visio, MS Project and Web tools.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Chief Information Technology Officer	060301

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	Data Base Administrator	1	090316
	Data Architect, Senior	1	3019
	Software Engineer, Senior	4	090530
	Client Engagement Manager, Senior	1	3017
	Application System Analyst, Entry	1	090500
	Applications Systems Analyst, Senior	1.5	090522
	Applications Systems Analyst, Journey	3	090520
	ERP Systems Analyst, Journey	1	090525
	ERP Systems Analyst, Senior	2	090526
	ERP Project Manger	1	090528
	Help Desk Lead	1	101123
	Help Desk Technician	1	1487
	IT Student Aide/College Student Aide	12	030811/1600IN

- Supervisory responsibilities include hiring, disciplining, directing work, assigning work, training, evaluating employees and assisting with terminations.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Participate in and provide recommendations regarding developing and administering the department budget and initiating requisitions.
- Responsibilities also include authorizing resources in department budgets, approving purchases and resources in budgets, and evaluating and providing input with other managers regarding large district information technology budgets.
- Responsible for developing and managing software/application side of the IT budget for the entire district.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3

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	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk			X	
Sit			X	
Use hands to finger, handle or feed		X		
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	X			
Up to 25 pounds	X			
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute			X	
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate				

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation		X		
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	