ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: APPLICATION SUPPORT AND PROGRAMMING MANAGER

BASIC FUNCTION:

Under the direction of Director, Technology Services, this position is responsible for supervising, training and providing direction for the Application Support and Programming Team in order to support the EGUSD's Student Information System and related in-house developed systems as well as providing support to the departments and school sites that utilize these applications. The Application Support and Programming Manager works with other departments to ensure student and staff data accuracy and submits reports on time for state and federal reporting requirements. The position will plan, organize and coordinate the day-to-day activities of the team, act as a project manager, and liaison between Technology Services and schools, departments and partner companies/agencies.

ESSENTIAL FUNCTIONS:

Oversee the day-to-day functions of the Application Support and Programming team

Manage all assigned staff and contractors.

Review database schematics.

Work closely with school sites, departments, and other Technology Services units.

Assist staff with difficult program design and coding problems.

Monitor and maintain health of District applications systems to ensure optimal performance. Troubleshoot application performance and data integrity issues. Use available tools to monitor and analyze current systems status

Create and maintain training curriculum by position and individual training plans for unit staff.

Create and maintain detailed project plans for development and implementation of all system development efforts.

Provide status reports to management regarding project progress.

Generate and implement plans for migration of older system to new technology, when cost benefit analyses show it to be worthwhile.

Create and maintain partnerships with third party software providers.

Meets regularly with user departments to identify needs and communicate progress.

Responsible for maintaining consistent, punctual and regular attendance.

Responsible for managing projects and employees from – project design, plan, development, testing, implementation, etc.
Notify appropriate staff of system, programming and/or production problems affecting the reliability or functionality of district applications and services.

Responsible for maintaining a professional, respectful, and cooperative working relation with all employees.

Responsible for managing multiple projects and emergencies effectively and calmly.

Maintain current knowledge of technological advances and industry trends by attending conferences, workshops and trainings.

Submit data to various state and federal agencies with accuracy and on-time.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles and practices of providing technical customer service and support to users of software applications.
Project Management.
Coding best practices.
Diagnostic techniques and procedures used in software application troubleshooting and repair.
Technical aspects of providing software application training and support.
Principles and practices of training users in the use of software applications.
Database design / T-SQL.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: High School Diploma or High School Equivalency (e.g. GED). A Bachelor's degree or combination of, and experience equivalent to, graduation from a college or university with a major in Computer Science or closely related field. At least three (3) years experience of managing staff, and/or large programming/ application support projects. At least three (3) years of progressive experience in programming/ design/ support of complex information systems. Five (5) or more years working in k-12 environment is preferred.

LICENSES AND OTHER REQUIREMENTS:
Experience with Web Development Tools in a SQL database environment is highly desirable.
Valid CA Driver's license

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

BOARD APPROVED: June 12, 2018