



Job Title: **Application Manager**

Department: Information and Analytics Office

Reports To: Lead Application Manager

Grade: BG-8

Number of Days: 12 months

Overtime Status: Exempt

Last Revised Date: April 19, 2019

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

Position Summary: The Application Manager is responsible for providing research and analysis of system application needs and problems. This involves providing assistance, advice, problem solving, system administration and technical information directly to end-users regarding the effective use of software applications at school sites and across departments. In addition, this role executes various batch processes, ensuring accuracy and timeliness of system output delivery. The individual in this role will be responsible for leading the maintenance and support of multiple applications that provide school leaders, teachers district staff and students the ability to deliver the best possible education experience. In addition to being the technical lead

for multiple applications, this individual will provide coaching and support to peers and colleagues within IT and across the organization.

Minimum Qualifications:

Education:

- Bachelor's degree in computer science, information systems, or a related field; or the ability to demonstrate the necessary technical skills for the role

Experience:

- Five (5) years' experience in application management, information systems, or the computer science field

Specific Training/Skills:

- Thorough understanding of modern system and application development life cycle and large-scale software implementation methodologies including Agile and Scrum
- Excellent oral and written communication skills and a proven ability to work in cross-functional matrix organizations

Other:

- Exhibits a high degree of professionalism, poise, and tact
- A belief that all students, from all socioeconomic and demographic backgrounds, are capable of academic success

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Assists with administration Tulsa Public School's software development methodology
- Maintains technical documentation of code and processes
- Takes a lead on projects including the facilitation of the scrum process, delegation of tasks, and the management of time and resources
- Creates end-user and technical documentation
- Occasionally travels to school sites and other district office buildings
- Works effectively and cooperatively with others in a team environment
- Perform other tasks, duties, or services consistent with this position as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Ability to navigate and comprehend technical documentation for vendor-supported applications
- Excellent problem-solving skills
- Ability to predict the challenges that end users of various technological ability will have with a system
- Develops intuitive and user-centered training documents that are accessible to a wide range of individuals
- Demonstrated proficiency using standard office software
- Excellent personal computer-related problem-solving skills
- Ability to understand and analyze current business processes, including suggesting and developing improved processes and methods
- Translates business requirements into technical requirements

- May research, analyze, recommend, and manage installation of purchased application software products
- Requires proficiency in one or more of the following:
 - Microsoft technologies including Classic ASP, ASP.NET, C# and Visual Basic.NET
 - Ruby on Rails, HTML, JavaScript (ES6), React or other front-end library
 - MS SQL Server, SQL scripting, ETL design and implementation
- Perform other tasks, duties, or services consistent with this position as assigned

Preferred Skills and Abilities:

- Experience working in a school system or within a school
- Experience with PowerSchool
- Experience with version control and issue tracking tools
- Experience with SharePoint and SharePoint Server
- Experience with Office 365
- Experience with Crystal Reports and Reporting Services Reporting
- Multilingual in English and Spanish

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Regular office environment, including frequent use of electronic email, being able to sit for long periods of time without a break, etc.
- Must be mobile in order to attend events and meetings outside of regular work hours
- Normal effort of occasional periods of light physical activity

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.