

Application Analyst Team Lead

Purpose Statement

The Application Analyst Team Lead position is responsible for the implementation, management and maintenance of district-wide applications that are used for district operations, student information, learning management, curriculum, and other essential functions of the district. This position supervises a team of Application Analysts, providing day-to-day work assignments, resource planning and work prioritization. The Application Analyst Team Lead is responsible for monitoring and reporting on team projects, creating a collaborative environment, and helping team members achieve goals that contribute to the mission of the district.

Essential Functions

- Works with various departments to ensure coordination of Application Analyst team and resources to accomplish the needs and support of the district.
- Works with other team leads and department leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with all department teams and leadership as well as other district staff, teams, and/or departments.
- Follows direction of department leadership.

Application Analyst Team Lead Focused Functions

- Ensures the criticality of valid, secure data and advocates for improvement by working with technology teams, departments, schools, and district leadership in establishing best practices, procedures, and schedules.
- Collaborates with Application Analysts to envision the direction of the team, drives realization of vision.
- Fosters a collaborative culture, empowering others to succeed.
- Holds Application Analysts accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Trains and helps Application Analysts in customer service standards and procedures.
- Attends and leads meetings with other district departments to understand needs and coordinates work needed with department teams.
- Works with department leadership to periodically revise technology standards to best meet the needs of the district.
- Analyzes the critical nature of various requests and responds by adjusting resources and personnel as needed.
- Provides support for mission-critical applications through business process and data analysis, troubleshooting, testing, user access management.
- Escalation point of contact for Application Analyst team

- Helps develop short and long-range operational goals for the Application Analyst team.
- Oversees technical documentation and procedures for individual and team use.
- Collaborates with department team leads and leadership around handling of sensitive matters helping to create procedures, train, and communicate to department staff to address future issues.
- Evaluates Application Analysts.
- Backs-up Application Analysts when needed to continue to meet service level expectations.

Other Functions

- Leads small teams to accomplish tasks, projects, and goals of department and district.
- Works with department leadership to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology, district data and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

Minimum Qualifications

Education Bachelor's degree in Information Technology or related field required.

Experience Five plus (5+) years of experience in providing enterprise systems and database support in a state/federally regulated environment.
Two plus (2+) years of leading teams, managing projects, and helping drive organization towards goals.

Relevant experience and/or education may be substituted for required experience and/or education.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS include leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the organization; setting and adjusting work priorities for a variety of technical support staff; translating business needs into technical requirements; performing multiple tasks with the need to upgrade skills to meet changing job conditions.

KNOWLEDGE to how to read and analyze technical information; compose documents; facilitate group discussions and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes state and federal K-12 reporting; business process analysis; project management methodologies; programming interface design; business management and organizational structures; vendor management; relational database management systems; database concepts, structures, and applications; software development lifecycle and decision support systems.

ABILITY to lead others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Ability to: communicate effectively with people at all levels of experience and responsibility throughout the organization; assist staff with learning and developing new operations, procedures, processes, and use of modern technologies; articulate technical information to non-

technical audiences in person, via written and verbal communications; organize, set priorities, and work

effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision; maintain regular and punctual attendance.

Responsibilities

Responsibilities include working under limited supervision following standardized practices and/or methods; improving team processes; providing information and/or advising others; representing Application Analyst team in department leadership meetings; evaluation and supervision of professional/technical resources. Use of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. This position may require occasional work outside of normal working hours.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Required Testing

No pre-employment Proficiency Test is required

Certificates/Licenses

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance