

Information Technology Operations Analyst, Senior

The Information Technology (IT) Operations Analyst, Senior (Sr.), performs a variety of complex technical, financial, research, evaluation, and strategic planning data analysis and project coordination. The IT Operations Analyst, Sr. will conduct high-level analytic and methodological work in the areas of data collection, analysis, and reporting, and provide data and product management for complex district work. Work involves collecting, summarizing, and analyzing a variety of data to support organizational and stakeholder understanding of District efficacy and efficiency. This includes creating and maintaining databases; entering, retrieving and analyzing data, using queries and producing custom reports from databases; the development and administering of survey instruments, forms, and questionnaires; preparing program reports and data for multiple audiences and creating District-level presentations. The IT Operations Analyst, Sr. shall serve as the program area lead and serve as a key resource person for the implementation of assigned programs. Employee must be able to work independently, have strong organizational/project management skills, and collaborate well with others.

Chain of Command

The IT Operations Analyst, Sr. reports to the Executive Director of Information Technology & Emergency Management.

Competencies of the IT Operations Analyst, Sr.

The IT Operations Analyst, Sr. shall possess deep knowledge of information technology systems, data analytics and enterprise networking. Additionally, listed below are the leadership competencies required for this position:

- **Accountability-** Holds self and others accountable for measurable high-quality, timely, and cost effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes.
- **Communication:** Effectively communicate to audiences in diverse situations through strong written and verbal communication skills.
- **Conceptual Thinking-** Sees patterns and links among seemingly unrelated things.
- **Developing Others-** Develops the ability of others to perform and contribute to the organization by providing ongoing feedback and by providing opportunities to learn through formal and informal methods.
- **Innovation-** Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.
- **Problem Solving-** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations.
- **Resilience-** Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- **Results Oriented-** Drives towards achievement of challenging goals, through a disciplined approach to work, using risk analysis, aligning strategy and mission, and regularly reviewing key measures of results.
- **Transformational Leadership-** Assumes leadership of a group to rapidly address the need for change within an organization.
- **Vision-** Takes a long-term view and builds a shared vision with others; acts as a catalyst for organization change. Influences others to translate vision into action.

Essential Duties

- Support and lead other Analysts and Coordinators and other staff in the ongoing activities and projects within the Information Technology Services team as necessary.

- Assist department leadership in the development, implementation and monitoring of department goals.
- Provide guidance, training and leadership to other Analysts and Coordinators and other staff to ensure continued advancement and professional growth within the team.
- Serve as the product knowledge expert and operational lead for assigned programs.
- Serve as the project management lead to include designing, implementation, and management of technical projects and systems.
- Assist with the development and implementation of data dashboards, development of business rules for metric calculations/KPIs, and other knowledge management processes and tools to promote organizational learning; provide on-going customer service, technical assistance, and presentations to stakeholders and users of District data.
- Collect and analyze data to answer key evaluation/learning questions; Conduct analysis and interpretation of evaluation results and prepare written reports/presentations and appropriate graphic visualizations/representations.
- Performs oversight, coordination and review of all IT department functions.
- Administers and assists with audit activity as required; prepares and provides related documentation for audits and submits to appropriate agencies.
- Develop, write and conduct the RFP process for the acquisition of new systems and services.
- Support in the development, maintenance and implementation of department specific procedural job aids.
- Works collaboratively with other departments to ensure alignment to the District Strategic Priorities relating to student achievement.
- Attend, lead, and/or facilitate departmental and District meetings as assigned.
- Work with various District teams to support the goals and mission of the District.
- Assist school administration in the development of technological programs to support student growth.
- Co-facilitate collaboration and professional development opportunities for district administrators, certified staff, and school leaders.
- Other duties as assigned.

Education and Experience

Bachelor's Degree in appropriate discipline and three years experience in a directly related field are required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Preferred Qualifications

Six Sigma, Agile or other Project/Process Improvement Certification

Licensing/Certification Requirements

Valid AZ IVP Fingerprint Clearance Card

Valid AZ Driver's License

Date Revised

5/23/2023