Adams12 Five Star Schools

Job Description
Prepared/Revised: **January 2025**

Job Title:	**Application System Analyst IV**	Job Code:	**090610**
Job Family:	**Non-Certified**	FLSA Status:	**Non-Exempt**
Pay Program:	**Administrative**	Pay Range:	**L10**
Work Year:	**12 months**		

SUMMARY: Maintain and support district computer based systems and applications. Systems include the student information systems, data warehouse suite, and various other district systems. Retrieve, review, monitor, track, research and correct data for district, state and federal reporting. Conduct professional development activities and produce documentation and training information.

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. Maintain and support: Assists with the maintenance and support of the district's student information and related systems by managing and resolving simple incoming incidents and service requests via the district's ITSM solution. Tackles and resolves the more complex incidents in the queue. Collaborates effectively with the development and infrastructure teams to analyze and resolve the most complicated issues. Proactively ensures that other individuals on the team are knowledgeable in how to resolve more complicated issues.	D	15%
2. System Utilization: Understands the capabilities of the district's systems and utilizes them to complete tasks and accomplish goals. Ensures proper use and implementation of the systems based on best practice. Proactively shares with customers new features. Works with customers and end users to implement new features and coordinate and communicate the usage of features to meet business objectives.	D	15%
3. Technical Assistance: Provides technical expertise, direct support, problem solving, troubleshooting and resolution regarding general and advanced use of the system. Works with the vendor to resolve bugs or incidents that are not solvable by the team.	D	10%
4. Data Quality and Integrity: Retrieves, compiles, reviews and corrects individual data records on a case by case basis. Identifies, monitors, tracks, and researches data quality and integrity issues. Notices trends in data integrity. Provides systematic thinking around recurring data integrity issues and recommendations on how to resolve them. Is able to do some bulk data corrections. Understands data quality and how to systematically ensure our district's data is accurate. Is able to make data corrections in mass. Is able to implement procedures or system changes to optimize and ensure data quality in the future. Is able to interface with other departments, personnel and systems providers to resolve data issues.	D	10%
5. Software development lifecycle: Participates in testing of new software and software upgrades by executing documented test cases. Ensures that test cases are up to date and adds to the test case library. Assists with implementation of new or upgraded systems. Works with the vendor on bug fixes and release packs. Coordinates efforts with the development team on testing and implementation.	D	10%
6. Training: Provides basic training of the system to end users and staff via a single method or multiple methods. Coordinates and conducts professional development activities related to the use of the systems. Updates and improves training materials based on collected user feedback.	D	10%
7. Documentation: Drafts knowledge base articles and process flow diagrams to accurately depict their workflow. Publishes articles into the knowledge base and proactively shares them with the team. Proactively reviews and updates knowledge base articles. Ensures accuracy and provides feedback to other knowledge base articles. Follows metrics around knowledge base articles and ensures that they are relevant and helping to increase first call resolution.	D	10%
8. Admissions Coordination: Understands all district policy and practice around admissions, choice, transfers and enrollment. Is able to process enrollment, choice and other administrative transfer requests. Maintain waitlists. Coordinate home school process. Serve as a liaison for admissions and enrollment. Train and lead staff in proper district admissions procedures and paperwork. Compile	D	5%

	reports. Ensure data accuracy throughout the process. Fully understands, documents and assesses system requirements to ensure district policy is met.		
9.	Customer Service: Provides high quality customer service by ensuring that the customer needs are understood and addressed in a timely manner. Receives positive feedback from customers. Escalates customer service issues to management appropriately. Works with staff to increase first call resolution rates. Proactively improves customer service by asking for feedback and increasing their own personal skill set.	D	5%
10.	Progress Reports: Reports progress to management proactively. Reports are clear, succinct, and easy to read and roll up to a broader progress report. Reports indicate areas for improvement and trends.	D	2%
11.	Perform other duties as assigned.	Ongoing	8%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's Degree or Associate Degree with additional 2 years K12 or IT experience or additional 4 year's K12 or IT experience.
- Seven (7) + years of experience in a technical computer applications role; knowledge of the existing software.
- ITIL (Level 1)
- Mastering Campus Minimum of 12Additional Campus Courses
- Infinite Campus Schema Boot camp
- Strong SQL Skills

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Analytical and problem solving skill, including data analysis, program design, testing, and detailed database concepts and operating systems.
- Strong working knowledge of current computer software applications and student information systems.
- Ability and willingness to learn new systems and technologies quickly.
- Good communication and interpersonal skills.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information
- Ability to promote and follow Board of Education policies, Superintendent Policies, building and department procedures.
- 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:

- PC and related software applications.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, Enterprise Systems & Data Services	090529

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budget responsibilities.

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
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	X			

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)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

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