Adams12 Five Star Schools

Job Description
Prepared/Revised: **January 2024**

Job Title:	**Client Engagement Manager, Senior**	Job Code:	**3017**
Job Family:	**Non-Certified**	FLSA Status:	**Exempt A**
Pay Program:	**Administrative**	Pay Range:	**L11**
Work Year:	**12 months**		

SUMMARY: Responsible for the success of the relationship between IT and assigned customers with a particular focus on the successful implementation and management of systems and processes, as well as the development of vision and strategy around technology. Manage aspects of the work being produced by matrixed IT teams comprised of project managers, software developers and network infrastructure experts to deliver on-time, on-budget projects for diverse customers across the school district. Manages scope and requirements to deliver successful projects and initiatives within time-cost-quality parameters. Guides the evolution of customer engagement, as well as process maturity within IT to improve outcomes for the customer. Acts as the face of IT in customer department, while advocating on behalf of the customer within IT. Adheres to IT standards while owning the full lifecycle and success of assigned customer projects, initiatives, and programs.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Works with the customer department at executive leadership levels to co-develop a systems vision and strategy for near-term as well as long-term. Ensures that IT is always at the table to help shape important strategic initiatives being launched by the customer. Helps to develop measures of success and return on investment around major projects and initiatives and gathers data over time to help upper management evaluate the success of such initiatives. Works through designated parties to maintain content in management dashboards, so as to allow various stakeholders, especially IT management, to understand and respond to evolving patterns of progress with various projects and initiatives.	D	20%
2. Owns all aspects of the relationship between IT and customer, especially with regard to projects and specific engagements. Acts as a liaison between key IT staff and lead employees or managers on the customer side. Assists customers with identifying and defining measurable Key Performance Indicators and Benchmarks as they relate to business process and technology. Helps customers identify and select the most appropriate technology and tools to capture and aggregate data related to those KPIs and Benchmarks. Focus on process improvement and reducing deviation from stated objectives relative to timelines, quality and cost. Balances these competing objectives based on organizational dynamics to achieve the best fit for each project or initiative.	D	20%
3. Responsible for the ownership and overall successful delivery of software and infrastructure technology projects and assigned initiatives sponsored by business units/IT customers, including scoping, requirements gathering, to solution definition/design, to development and implementation, and testing and delivery. Identifies Subject Matter Experts from other departments to assist with requirements gathering, business rules support and testing for technology related projects.	D	20%
4. Coordinates the work of multiple IT teams and staff to ensure that projects meet successful criteria and exceed service level agreements or customer expectations. Works with IT Directors of Academic Computing Services and Administrative Data Services as well as team leads to ensure that the performance of individuals and teams is of a level necessary to assure success on projects and initiatives. Develops documentation on process evolution as part of the overall project documentation and scope of work.	D	15%
5. Ensures that processes, systems and data are put through planned tests and are continually tested in formal ways agreed to in writing by customers and based on standards evolved in various IT workgroups. Oversee the provisioning of world-class training and implementation services, including online webinars and electronic documentation, to ensure that clients go-live with new systems or processes in the most successful way possible. Plans out step by step implementation plans, as well as contingency plans with written acceptance from stakeholders.	D	10%

6. Owns all aspects of communication between IT and the customer and helps to develop and implement communication plans in support of various projects and initiatives. Works in conjunction with senior IT leadership and the customer to develop a larger message or theme around each project or initiative. Gets written feedback from customers in this regard at various points along the way. Provides constant feedback to customers to confirm what is being learned or heard in meetings.	D	5%
7. Adheres to standards developed by software development teams, and other workgroups in IT, as well as standards utilized by customer departments. Help evolve these standards over time to ensure that the business of IT is adapting to the realities at hand. Responsible for ensuring that changes are not pushed through at a time when the organizational dynamics are not supportive of such changes. Ensure that organization and individuals on the customer side are given adequate and appropriate support, so that barriers to successful change are reduced or eliminated.	D	5%
8. Continually improves his or her knowledge of the business units that are being served and over time develops subject matter expertise in these functional areas, especially as they exist at Adams 12 district. Engages in professional development and training to improve such knowledge and expertise over time. Continually looks for ways to capture, automate or codify key aspects of employee or organizational knowledge in the context of important initiatives or projects. Provides facilitation to customer departments in such efforts, and improves knowledge retention around key business processes, policies, procedures and systems	M	4%
9. Perform other duties as assigned.	Ongoing	1%
	Total	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Advanced degrees such as MBA and/or software development preferred, with some formal exposure to process reengineering, quality management, and project management curriculum. Additional years of similar and relevant experience may be substituted for this requirement.
- 10+ years of experience with managing complex systems projects in mid-sized companies across multiple vertical industries. Experience with managing the work of matrixed teams, and with managing customer relationships in this context.
- At least 2-3 years of programming and/or systems administration experience.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- World class ability to facilitate conversations with customers to gather requirements and manage expectations.
- Demonstrates a consistently optimistic attitude in the midst of various challenging situations, and displays world-class facilitation to elicit customer feedback, and to help customers get to the next step in their work.
- Able to conduct successful communication through a variety of media and forums including onsite and online approaches.
- Demonstrated history of leadership with multi-million dollar, customer facing projects and systems spanning the entire enterprise.
- Advanced knowledge of industry best practices relative to IT management including methodologies, frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- 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.

MATERIAL AND EQUIPMENT OPERATING KNOWLEDGE:

- Specialized project management, diagramming and software: Viso, MS Project and Web tools.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

POSITION TITLE	JOB CODE

Reports to:	Administrative Data Services Executive Director	090529

	POSITION TITLE	**# of EMPLOYEES**	**JOB CODE**
Direct reports:	none		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Participate in and provide recommendations regarding specific project level budgets.
- Monitors project level budgets.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environmental 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 accommodation 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				

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			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

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