Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Applications Support Technical Lead**	FLSA Status:	**Exempt**
Job Family:	**Classified – Information Technology**	Pay Range:	**IT88Y**
Prepared/Revised Date:	**August 1, 2026**	Job Code:	**38282**

SUMMARY: Responsible for providing advanced technical leadership in the support, analysis, configuration, and continuous improvement of district enterprise applications, with the primary emphasis on the Student Information System (SIS) and related systems supporting student and staff operations. Serve as the senior technical resource within the Applications Support team, leading complex initiatives with minimal supervision and ensuring application-related projects are effectively executed from planning through implementation. Coordinate and execute testing, upgrade, and release cycles for hosted district applications while overseeing incident, request, change, and release management processes to ensure stability, performance, and service continuity. Maintain accurate system documentation and ensure configurations align with district policies, regulatory requirements and organization standards. Lead district application training efforts and drive process improvements that enhance user experience, data integrity, and operational efficiency.

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. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Serve as the senior technical lead for district enterprise applications, with primary emphasis on the Student Information System (SIS and related platforms and custom systems. Provide advanced functional and technical expertise to ensure system integrity, performance, and alignment with district standards and regulatory requirements.
2. Lead complex troubleshooting and root cause analysis of application issues impacting schools and departments. Oversee incident, problem, configuration, change, and release management processes to ensure stable, secure, and sustainable system operations.
3. Coordinate and execute testing, upgrades, patches, and enhancement cycles for supported applications. Lead quality assurance efforts prior to production release and ensure system configurations reflect best practices and compliance requirements.
4. Lead and manage assigned application support projects with minimal supervision, ensuring initiatives are effectively planned, prioritized, and implemented. Provide ongoing post-implementation support to sustain long-term success. Collaborate with team members to prioritize assigned projects, ensuring the timely delivery of high-quality deliverables that meet requirements. Adhere to established standards and best practices throughout the project lifecycle. Actively contribute to project teams to achieve overall objectives. Adapt to evolving district goals and shifting organizational priorities. Provide ongoing maintenance and post-implementation support to sustain the functionality and success of projects.

5. Serve as the technical liaison on cross-departmental initiatives, translating complex technical concepts into actionable information for stakeholders and supporting informed decision-making and successful adoption.
6. Collaborate with Information Technology, central office teams and school-based staff to implement integrated and sustainable solutions that improve operational efficiency with a focus on user experience. Align priorities and workload in partnership with the IT Applications Support and Data Manager and Director of Software Development and Support.
7. Analyze business processes within supported systems and recommend improvements to enhance efficiency, accuracy, and data integrity. Identify opportunities for optimization and continuous improvement.
8. Lead development and maintenance of technical documentation, including workflows, troubleshooting guides, configuration standards, and training materials. Establish documentation standards to ensure consistency, transparency, and knowledge transfer across the team.
9. Coordinate and oversee district-wide application training efforts for school and department staff. Develop and deliver advanced user training resources while mentoring and providing technical direction to Applications Support Analysts I/II staff members to build team capacity and promote consistent service standards.
10. Deliver consistent, quality, user support by providing consultative customer service, resolving issues efficiently, and translating technical concepts into clear, user-friendly solutions. Communicate project status, risks, and solutions clearly to stakeholders and support change management efforts to ensure successful implementation of new technologies and processes. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
11. Maintain accurate and timely updates within ticketing and project tracking systems to uphold transparency and accountability. Proactively manage workload, create tasks as needed, and address issues collaboratively to meet deadlines and project objectives. Update assigned tickets and tasks, recording progress and key details in tracking tools to uphold transparency and accountability. Proactively create and manage tasks in tracking systems as needed to maintain organization, prioritize workloads, and meet deadlines. Actively address issues as they arise, working collaboratively with team members to overcome challenges and achieve project objectives effectively.
12. Apply advanced analytical and problem-solving skills to evaluate complex systems, determine root causes, and implement effective, sustainable solutions that improve system performance and efficiency. Utilize strong problem-solving and analytical abilities to identify, troubleshoot, and resolve technical issues.
13. Stay current with K-12 technology trends including Student Information Systems best practices, compliance requirements, and emerging tools. Maintain confidentiality of student and staff data in accordance with district policies and applicable laws.
14. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
15. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science, computer information systems, information technology, business information systems, or related field
- Five to seven years of progressively responsible experience supporting enterprise applications, with demonstrated expertise in student information systems, system configuration, troubleshooting, and cross-functional collaboration
- Experience leading enterprise application initiatives, upgrades, or system improvement efforts
- Experience working in a PK–12 educational environment preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced systems analysis and root cause troubleshooting skills within enterprise applications, particularly student information systems
- Proficiency in IT service management processes, including incident, problem, change, and release management
- Ability to lead system testing, upgrade coordination, and release validation activities
- Strong data validation, reporting, and business intelligence skills using reporting tools and advanced Excel functions
- Working knowledge of system integrations, data structures, and data querying tools (e.g., SQL)
- Ability to mentor and provide technical direction to team members
- Strong documentation, configuration management, and process improvement skills
- ITIL, project management, or relevant system knowledge preferred
- Ongoing professional development in current technology tools and platforms used by the organization
- Understand user requirements and adapt to a rapidly changing environment, acquiring and implementing new technologies
- Conduct research, read technical publications, and apply acquired skills
- Demonstrate strong oral, written, and English language communication skills
- Possess advanced math, organizational, and time management skills
- Provide excellent customer service in-person and over the phone
- Collaborate effectively in a team environment and work with diverse backgrounds
- Prioritize tasks, multi-task, meet deadlines, and apply new technologies as needed
- Write clear, accurate documentation for both end-users and technical audiences
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence

- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- 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:

- Proficient in using personal computers, peripherals, and media equipment
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	IT Applications Support and Data Manager	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

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.	

VISION DEMANDS:	Required
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	
Moderate	X
Loud	
Very Loud	