



BUSINESS SYSTEMS SUPPORT MANAGER

**Job Description
April 24, 2013**

Position Summary

Perform managerial, supervisory and technical work relating to district operations applications.

Reporting Relationship

Report to the Director of Information Technology.

Responsibilities

The essential functions include, but are not limited to, the following fundamental duties:

Consult with the department functional managers to determine department needs and business requirements for software applications. Gather information regarding problems and issues from functional managers and work with the technical team to address them.

Research and plan technical projects such as major system upgrades and module implementations and fix and patchset applications based on district and technical needs, vendor software maintenance requirements and other related considerations.

Write request for proposals, negotiate and maintain licensing and support agreements with software vendors, work with internal Purchasing staff regarding contracts for external consulting services.

Manage technical projects to include leadership and decision making, resource allocation, budgeting of external resources and hardware and software costs.

Ensure technical team follows proper change control procedures and adequate testing is conducted before any changes are made in production systems.

Plan and coordinate business application system maintenance and downtime, schedule and monitor system backups and develop and maintain technical security policy with other district technology staff.

Serve as a member of the Technology Steering Committee.

Keep supervisor and functional department managers apprised of issues and status of team projects.

BUSINESS SYSTEMS SUPPORT MANAGER

Responsibilities (continued)

Assign duties to technical staff as necessary based on department needs and requirements and technical vendor software requirements.

Ensure cross training of staff and documentation of all technical procedures. Train staff as needed and/or ensure staff has access to training.

Lead technical teams that support the district operations software applications and databases.

Act as a resource for technical team members; help team resolve technical issues and/or help them determine how issues can be resolved.

Act as project coordinator for district software applications such as upgrades, fixes and patch applications.

Lead effort to administer, maintain and implement policies and procedures for ensuring the security and integrity of databases.

Work effectively with the System Administrators and Application Developers to troubleshoot complex interdependencies between software application, RDBMS and operating system.

Act as a resource for technical teams as they review, approve, migrate and test patches, changes and/or modifications to district applications and/or batch process files.

Actively participate in major system upgrades of vendor software applications. Provide database and software application technical support for the upgrade process.

Use Adadmin and other AD utilities to perform system maintenance. Ensure Concurrent Managers are up and available for reports and executable programs.

Responsible for providing technical support for the MSSQL database environment including overseeing the development and organization of the databases, assessment and implementation of new technologies.

Provides leadership during the development and enhancement of production applications including working with applications, technical support and operations during the design, development and implementation of applications.

Contribute to the District's Strong Schools, Strong Communities efforts by partnering with other staff to contribute to student achievement and the alignment and sustainability of resources.

Perform other related duties as assigned.

BUSINESS SYSTEMS SUPPORT MANAGER

Knowledge, Skills and Abilities

Thorough knowledge of resource management including segment sizing and rebuilding, table space and data file monitoring and resizing, redo and archive log file management, disk utilization and monitoring.

Considerable knowledge of supporting production databases on a LINUX/Windows platform, including RDBMS installations using OUI, file configuration and SID creation, Oracle Server patch application and upgrades, database optimization and tuning, database instance cloning, use of export and import utilities, hot and cold database backups and recovery using archivelog files.

Considerable knowledge in the administration of web and application server processes for Oracle applications.

Strong technical problem solving skills.

Strong organizational abilities, verbal communications and interpersonal skills.

Technical writing skills and willingness to adequately document all work performed.

Considerable skill in creating and maintaining vanilla development and testing environments and databases for production in district applications systems.

Ability to plan, coordinate and supervisor the work of staff.

A team player who can work effectively with district staff.

Minimum Qualifications

Bachelor's degree in computer science, software development or a related field and seven years of experience supporting RDBMS and Software Applications. (Equivalent combinations of education and experience will be considered).