



JOB DESCRIPTION

Assistant Director (Enterprise Support)

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT5
DEPARTMENT: Enterprise Applications & Project Management	WORK DAYS: Annual
REPORTS TO: Director (IT Applications)	FLSA STATUS: Exempt
CLASSIFICATION: At-Will	DATE: 6/8/2021

Our Mission: Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

Our Vision: A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

Our Guiding Principles: **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

POSITION SUMMARY

The Assistant Director (Enterprise Support) is responsible for providing leadership and strategic direction for enterprise applications across the District. The incumbent will secure and support the District's student single-sign on application and manage related vendor relationships. The Assistant Director will be the visionary leader responsible for ensuring the team is providing consistent system stability, exceptional customer service and successful implementation of objectives.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree in management information systems, information technology (IT), computer science or a related field required.

CERTIFICATION/LICENSE:

- Six Sigma Green Belt Certifications a plus.

WORK EXPERIENCE:

- 5 years of IT work experience required.
- Experience with vendor management and project management of cross functional teams.
- 3 years of experience managing direct reports preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of servers, databases and technology architecture in support of software development.
- Ability to manage cloud based applications, web based solutions and web programming.



- Knowledge of software development lifecycles, tools and various methodologies.
- Knowledge of enterprise architecture best practices.
- Aptitude for learning new technologies.
- Knowledge of Six Sigma methodology and practices.
- Ability to work under pressure and set priorities to meet deadlines.
- Ability to effectively manage, coach and mentor technical staff.
- Excellent interpersonal, verbal and written communication skills.
- Self-motivated, proactive, action-oriented, results-driven.
- Flexible and able to adapt quickly in a fast moving environment that supports students and schools.
- Strong team player with proven ability to collaborate across teams.
- Ability to build strong relationships with clients, direct reports, and senior management.
- Strong work ethic.

ESSENTIAL DUTIES

- Understands the District's business process needs, culture and the intersection between the different departments.
- Participates in strategic cross-functional management discussion to strategically enhance and align IT applications.
- Evaluates new applications, systems software, products, and/or enhancements comparing to existing applications ensuring improvement in the efficiency, performance and reliability of the production environment.
- Develops, tracks and maintains key performance indicators to measure team success at reaching standards that are aligned with division and District goals.
- Oversees team processes, monitors metrics and makes continuous improvements to elevate team efficiency.
- Ensures that applications meet business requirements, systems goals, end-user requirements by identifying and resolving system issues.
- Leads analysis, oversight and technical direction of solution designs.
- Provides application management, vendor management, and technology leadership across the application portfolio, business units and schools, while communicating and resolving issues and risks.
- Remains abreast of developments and best practices in the information technology field.
- Creates and maintains proper documentation for all systems, and installations; establishes processes, procedures and standard operating procedures as necessary.
- Ensures the proper level of cross training occurs.
- Researches, recommends, plans and deploys new and innovative solutions.
- Responsible for team technology, staffing and standards utilizing qualitative and quantitative data.
- Maintains a general working knowledge of all applications in the portfolio including system capabilities, enhancements, customers, interfaces, data quality and security protocols.
- Ensures systems meet division standards and industry best practices including development, installation, hardware, back-up, security and lifecycle tracking.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event



of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

Upper Body Mobility: Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

Strength: Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

Environmental Requirements: Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

Mental Requirements: Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

Remote Work Requirements:

Additional Work Conditions & Physical Abilities: Ability to be flexible and adapt as needed between various in-person working environments.

The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.