Position Description

POSITION TITLE	Technology Solutions Analyst
F.L.S.A.	Exempt
REPORTS TO:	Data Systems Manager
TERMS OF EMPLOYMENT:	Information Technology Salary Schedule (12 months) with Benefits provided according to Support Staff agreement

QUALIFICATIONS

- Prior experience (5 years) effectively leading the gathering of system requirements, implementation, optimization, utilization, and maintenance of system applications
- Strong analytical skills to be used in defining end user solutions that result in process improvement
- High attention to detail with the understanding to identify and suggest corrections to data collection and processes
- Experience with enterprise application software solutions and the ability to ensure best practice usage
- Basic knowledge of relational databases and standard query languages used to obtain data including Oracle, SQL, Web Intelligence, and/or Access VBA.
- Solid background with report writing software solutions
- Able to satisfy user requirements for information which can be used in decision making
- Demonstrated troubleshooting ability in order to identify, propose, and implement solutions to operational problems
- Ability to prioritize, track, and lead multiple projects while keeping current with related trends and issues
- Experience in recommending and monitoring solutions to support strategic goals
- Energetic self-starter capable of working independently or working with a diverse group of employees, students, and contractors in a fast paced environment
- Knowledge of Student Information, Learning Management, Human Resource, Time Tracking, and/or Finance Systems
- Experience writing technical and functional documentation while delivering training to end users
- Bachelor's degree in MIS, Computer Science, Information Technology, Business Administration or comparable Technical discipline
- Master's in Business Administration or relevant experience preferred
- Excellent interpersonal skills including oral and written communication

PERFORMANCE RESPONSIBILITIES

- Provide excellent customer service and ongoing technical support to various district users
- Communicate and interact effectively with Data Analysts, System Engineers, Support Staff, Administrators, Teachers, and Students in the planning of projects
- Participate in the coordination and evaluation of the activities of staff toward common departmental and organizational goals, improving user effectiveness, optimizing use of system functionality, and fostering innovation
- Advocate, communicate, interact, and influence needs for projects with district employees, patrons and contractors
- Lead the research, troubleshooting, and identifying of solutions to resolve customer issues related to application use, design and configuration
- Interact and provide guidance in the upgrades and evolution of district information systems & applications such as PowerSchool (SIS), Desire 2 Learn (LMS), Kronos (Time Tracking), Alio (Financial and Human Resource)
- Lead process and policy improvement team, translating needs into functional solutions
- Provide direction for User Acceptance Testing of system and applications

OTHER JOB RESPONSIBILITIES

- Display teamwork and consensus building skills
- Maintain confidentiality, integrity, and security of data
- Think and plan strategically
- Cross train and backup other members of the team
- Perform other duties as assigned