



DEPARTMENT SYSTEMS MANAGER

BASIC FUNCTION

Under general direction, as the technical lead, manage assigned department software and systems. The Department Systems Manager is responsible for proactively identifying issues and proposing solutions; participating in the development and maintenance of assigned department software and systems; collaborating with other departments who regularly interact with assigned department software and systems; supporting system users; ensuring data accuracy and integrity; audit system security, functionality, and use; and developing technical and user documentation.

REPRESENTATIVE DUTIES

Development, Testing and Maintenance

- Participate in the development and maintenance of assigned department software and systems.
- Facilitate or participate in interdepartmental meetings to identify functional needs and define business processes; design and document system and process improvements based on how to best utilize the software, workflow, and paper management techniques.
- Respond to colleague and user requests and issues to ensure successful use of the software; research and address issues through table setup changes, fixes, end-user training, or requesting IT developer assistance.
- Test new releases, fixes, and modifications to the software before migration to the production environment to ensure that the changes are working correctly.
- Participate in larger system upgrade and implementation processes as they arise.

Data Loading and Analysis

- Create accurate data load records for assigned projects, activities, and tasks.
- Assist colleagues with testing and loading data.
- Develop and utilize queries, spreadsheets, databases, and other software applications to respond to data requests from internal and external stakeholders.

Training and Documentation

- Develop and maintains detailed documentation about software technical structure; include functionality, processes and reports, query writing, standardized training concepts, etc.

- Develop training materials, including online recorded training and user guides; provide training, assistance, and communicate to district users as needed including procedures for staff in HR, Budget, Grant Accounting, SPED, ESL, and other department users who need to know how to access system data.

Coordination with Information Technology Department and Other Users

- Coordinate and communicates with Information Technology technical and managerial staff regarding system processing, system errors, and/or system enhancements, and designing/developing reports (submit written requirements, including technical specifications). Act as department's primary day-to-day liaison with IT.
- Coordinate and communicate with Department Systems Managers and Functional Leads from other departments on system issues.
- Develop and maintain proactive working relationships with other PPS staff, including Finance, Budget, Accounting, Payroll, Research Assessment & Accountability (RAA), and Human Resources. Coordinate reporting and analysis between and among central office departments and schools, fostering a team environment.
- Maintain an awareness of general business processes to quickly and directly aid in identifying and referring questions to the correct staff member when they do not fall within the purview of the Department Systems Manager's knowledge or assignment.

Other Department-Related Work

- Participate in preparing official documents and ensures compliance with state reporting requirements related to assigned functional areas. Coordinate and assist in technical preparation and distribution of department documents and other technical publications. Maintain knowledge of local budget law to help the district comply with the law.
- Cross-checks and verifies data entry of other staff members for accuracy in a cooperative and timely fashion.
- Understand and apply district policies and procedures which affect assigned software and systems.
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies. Participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to human resources practices with awareness and understanding of their impact in a racially and culturally diverse community.
- Performs other related duties as required.

EMPLOYMENT STANDARDS**Knowledge of:**

Enterprise Resource Planning (ERP) business management software and tools such as PeopleSoft or SAP. Database and basic computer programming concepts including database tables, relations, data types and values.

Basic programming language concepts for querying or managing data held in a relational database management system such as visual basic or SQL Microsoft Office Suite word processing, spreadsheet, database and presentation software applications; advanced Excel spreadsheet applications.

Techniques and principles of high-quality customer service.

Project management applications, software and technologies.

Change management strategies.

Oral and written communication techniques.

Basic concepts, best practices, terminology and district policies and procedures related to the department's business objectives.

Applicable local, state and federal laws, codes, rules and regulations.

Report preparation and presentation methods and techniques.

Data collection, interpretation, and synthesis.

Ability to:

Analyze operational, and organizational problems, evaluate alternatives and reach sound, logical, fact-based conclusions.

Effectively plan, schedule, and coordinate work.

Use a variety of technologies and software programs, such as Microsoft Office Suite, ERP business management applications such as PeopleSoft and other software programs and applications.

Develop tables, databases, queries and spreadsheets.

Software structure and interface applications.

Accurately generate, validate and report on data; extract data from multiple sources, combine and manipulate data as needed.

Run moderately complex queries using basic SQL or other similar programming language or interface.

Develop business process at both a macro and micro level.

Use techniques and methodologies to analyze, manipulate and present data.

Supervise projects in a computer technology environment.

Provide work direction and guidance to assigned staff.

Communicate effectively both orally and in writing.

Analyze situations accurately and adopt an effective course of action.

Advocate, model, learn and implement Portland Public School's Racial Equity Initiative and other board policies.

Assure efficient and timely delivery of program services, projects and activities.

Perform multiple complex duties simultaneously with constantly changing priorities and deadlines. Maintain confidentiality and demonstrate discretion, initiative and good judgment. Participate in, develop and provide user training; communicate technical research, data concepts and procedures to a variety of audiences. Establish and maintain cooperative and effective working relationships with others; demonstrate a strong customer service orientation. Learn, interpret and apply district, department and industry specific, procedures, functions and processes including collective bargaining agreements. Translate business needs into system requirements. Stay current on and make sound and reasonable decisions in accordance with, industry specific laws, best practices, ordinances, regulations and established procedures. Read, understand, interpret, apply, implement and communicate a variety of complex technical material, including industry specific, district, state and federal laws, guidelines, initiatives, rules, procedures and policies. Maintain current knowledge of software or system upgrades, usage, and data manipulation techniques.

Education, Training, and Experience

A Bachelor's degree in public or business administration, or a closely related field and a minimum of five (5) years increasing responsibility working with Enterprise Resource Planning (ERP) business management software and other web applications and demonstrated proficiency in manipulating spreadsheets, running and creating queries, and working with department specific technologies, including a minimum of three (3) years of experience working with the specific department/discipline area of specialization.

Experience serving in a lead role, and experience in K-12 public education or a large, multi-unit public sector organization is highly desirable. Advanced Excel Certification and intermediate experience with Google Suite applications are highly desirable.

Any other combination of education, training, and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability, and trait characteristics essential for this classification may be considered.

Special Requirements:

Positions may occasionally require variable work hours including evenings and weekends.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in a standard office environment with frequent interruptions.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting or standing for extended periods of time; kneeling, bending at the waist, reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

Remote Work Eligibility: full-time remote work within the Portland-Salem-Vancouver metropolitan area.

FLSA: Exempt

Approval Date: November 28, 2022

Bargaining Unit: Non Represented

Salary Grade: 36

Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service (Board of Education Policy 1.80.020-P).

Human Resources partners with district leadership to recruit, develop, and support a culturally diverse workforce dedicated to the highest standards of equity and achievement that creates an environment of empowerment and success for our students, employees, and the communities we serve.