NEWPORT NEWS ★★★ PUBLIC SCHOOLS

Job Description

Job Title: Enterprise Applications Specialist III

Supervisor: Supervisor I, Enterprise Application Training & User Support

Position Code:

Pay Grade: 34

Job Classification: Exempt

Contract Length: 245 Days

Job Summary

Position is responsible for quality assurance and testing of the Enterprise Application systems assuring division standards are maintained and consults with management to resolve quality, production, and efficiency problems. Position is responsible for initiating tests, analyzing results, and finding solutions to technical problems. This position is responsible for testing and training all aspects of the divisions scheduling processes. Position is responsible for working with schools to develop student schedules and recommending changes to end users based on system capabilities and best practices. Position is responsible for working with functional leads, team members and schedulers to ensure scheduling deadlines are met. Position provides hands-on instruction in all phases of the development and creation of the academic schedules for elementary, middle and high school personnel.

Essential Duties

1. Must be able to work closely with administrative school personnel, executive leadership and technology staff in order to develop a comprehensive scheduling plan for the division, ensuring that building level processes align with the district processes.
2. Responsible for developing a quality assurance and scheduling plan that trouble shoots, identifies, and resolves problems associated with the operations of the Enterprise Application systems.
3. Responsible for testing of system upgrades, patches and implementation of new features.
4. Examine research, diagnose, document, and report software bugs, enhancement requirements and other issues with the Enterprise Applications System.
5. Review system release notes to provide other support staff with pre deployment documentation stating system requirements and impact analysis.
6. Coordinates cross-functional team efforts to help identify potential upgrades and testing activities.
7. Coordinates efforts to educate and instruct personnel in recommended quality assurance, scheduling, and testing.
8. Coordinates efforts to confirm quality assurance, scheduling, and testing procedures are being maintained.
9. Monitors testing environments to assure the integrity of results.
10. Provide assistance to end users in order to resolve complex conflicts.
11. Audits scheduling data elements by writing queries to retrieve and compile data for error analysis; runs reports to compare data and troubleshoot data errors
12. Work closely with administrative school personnel, executive leadership and technology staff in order to develop a comprehensive scheduling plan for the division, ensuring that building level processes align with the district processes.
13. Provides hands-on instruction in all phases of the development and creation of the academic course schedules for elementary, middle and high school personnel.
14. Compiles and creates documentation and process documents; provides policy interpretation and advisement as appropriate, in accordance with division policy.
15. Responsible for training other trainers and technical staff on current practices and requirements.
16. Provide team leadership and technical guidance to less experienced Enterprise Applications Specialist.
17. Provide assistance with system setup to include running system process.
18. Consults with administrators, staff and technology services personnel to determine current and anticipated training needs related to the use of technology.

19. Models nondiscriminatory practices in all activities.

Other Duties
1. Performs any other related duties as assigned by the Supervisor.

Job Specifications
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. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified to perform the essential functions. Responsible for training other trainers and technical staff on current practices and requirements.

Minimum Qualifications:
- Bachelor's degree in business management, accounting, computer science or a related field and at least 3 years equivalent professional experience with financial and/ or student information systems 1st level support, mission critical implementation and post implementation capacity; or any equivalent combination of education and experience.
- Must possess an understanding of all phases of the school division student scheduling processes.
- Must possess a solid understanding of manual and automated testing concepts.
- Must possess strong analytical, oral and written communication skills. Ability to maintain confidentiality.
- Proficient in the use of Microsoft Word, Project, PowerPoint, Visio, Excel and Visual Studio software applications.
- Must possess the ability to establish and maintain effective working relationships with technical staff, administrators, school personnel and contractors.
- Demonstrated experience training technical material.

Working Conditions & Physical Requirements
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels; physical agility to lift up to 25 pounds; to bend, to stoop, to sit on the floor, to climb stairs, to walk and to reach overhead.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office or school environment. The noise level in the work environment is usually moderate.

Supervision Exercised: None
Supervision Received: Supervisor I, Enterprise Application Training & User Support

Approvals:

_____
Supervisor   Date

I acknowledge that I have received and read this job description.

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Employee Name (Print)   Signature   Date