

**Anoka-Hennepin Independent School District #11**  
**Job Description**

**Title:** Data Operations Manager  
**Department:** Information Services  
**Reports To:** Director of Technology and Information Services  
**Prepared Date:** July 2022

**SUMMARY OF RESPONSIBILITIES**

Promote the effective use of data systems by maintaining a high level of service and support for end-users.

**DUTIES AND RESPONSIBILITIES**

- Design and implement a training plan that services both the department staff for onboarding/ongoing data operations as well as building end-users (principals, DMS, other).
- Analyze and design current data entry/operations practices/procedures to maximize efficiency with a goal of continuous improvement.
- Attract, hire, and empower a team of support professionals designed to serve all stakeholders in the school community.
- Coordinate and facilitate the work of the Technology Applications and Connection Department, with school sites for the purposes of a consistent team approach to school support.
- Maintain close and trusting relationships with other individuals throughout the organization for the purpose of effectively supporting each other.
- Facilitate a successful enrollment options process with a focus on continuous improvement.
- Design and implement an effective help desk strategy to provide timely support for end users in a variety of applications and services.
- Work closely with the Data Integration team to ensure smooth integration of data in area of responsibility.
- Performs other tasks and duties as assigned by the Director of Technology and Information Services.

**SUPERVISORY RESPONSIBILITIES**

Directly supervises department secretaries. Under the direction of the Director of Technology and Information Services has the responsibility for direction, coordination, evaluation and supervision of these employees in accordance with School District policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree with emphasis in information or technology management or closely related field required. Requires a minimum 5 years information systems management experience. Other related management experience may be considered.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None.

**KNOWLEDGE, SKILLS & ABILITIES**

Skilled in verbal and written communication.

Excellent customer service skills.

Strong organization skills, with a strong attention to detail.

Ability to multi-task and set priorities in a constantly changing high stress environment.

Knowledge of data management practices and technology management principles

Competent to lead, guide and/or coordinate others to promote a dynamic and collaborative team environment.

Excellent interpersonal skills and collaborative management style, with ability to establish and maintain positive relationships and build collaborative teams.

Capability to work under limited supervision following standardized practices and/or methods.

Ability to review related information to develop and evaluate options and implement solutions.

Ability to maintain regular attendance, which includes completing an assigned day.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is occasionally required to stand; walk; reach with hands and arms; and lift and/or move up to 10 pounds. Specific vision abilities required by this job include close and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work is performed in an office. The noise level in the work environment is usually quiet.