

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: June 29, 2018

SUMMARY OF RESPONSIBILITIES

The Data Operations Manager will promote the effective use of data systems by maintaining a high level of service and support for end-users.

DUTIES AND RESPONSIBILITIES

- Develop, communicate, and coordinate the overall strategy for data integration with various departments and develops processes to guide decision-making throughout the organization.
- 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 develop a team of support professionals designed to serve all stakeholders in the school community.
- Coordinate and facilitate the work of the information services department with school sites for the purposes of a consistent team approach to school support.
- Maintain close and trusting relationships with other individuals within technology and information services for the purpose of effectively supporting each other.
- Facilitate a successful enrollment options process.
- 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 Manager 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 problem.

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.