The Government of the District of Columbia values the safety of our employees, our residents, and our visitors. In support of these values, if you are selected for this job, effective September 19, 2021 you must be fully vaccinated against COVID-19, except when you choose to opt out of being vaccinated and instead agree to submit to weekly COVID-19 testing. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID-19 by uploading a copy of your vaccination card to your candidate dashboard, or you must select on your candidate dashboard that you are opting out of being vaccinated. If you opt out, you will be required to upload weekly a negative COVID-19 test to maintain employment with the Government of the District of Columbia. You will not be extended an offer of employment until you comply with the requirement to upload your vaccination card or opt out of being vaccinated.

**Position Overview**

The mission of the Office of Data Systems and Strategy is to support schools and the district as a whole to use technology and data effectively to accelerate student achievement. The Office includes the following teams:

- The **Information Technology** team provides DCPS students and staff, in every school, with the infrastructure, systems, and support to use technology effectively to accelerate student achievement.
- The **Assessments** team leads and supports schools in the administration of summative assessments and surveys and ensures test integrity is maintained during assessments.
- The **Data** team ensures stakeholders at all levels of the organization have access to accurate, timely, and relevant data by organizing, validating, and reporting on student data and by conducting analysis and research to inform decision-making.
- The **School Data & Performance** team supports and builds school-based capacity to use data tools to inform school planning and decision-making.

The **Information Technology** team provides DCPS students and staff, in every school, with the infrastructure, systems, and support to use technology effectively to accelerate student achievement.

The Manager, Student Information Systems is responsible for overseeing the development, maintenance, enhancement, and stability of the Student Information System application in support of enrollment, attendance, graduation, grade book, interventions, family portal, and other identified program needs. The Manager is responsible for driving a fast-paced environment, accelerating the team’s professional growth, and adapting the team’s solution delivery to support schools.

The Manager, Student Information Systems will report to the Director, Enterprise Applications & Data Systems.

**Essential Duties and Responsibilities**

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties, and/or skills required. Other duties may be assigned.

- Oversee the Student Information System release schedule in collaboration with DCPS program offices, assigned project manager(s), and the DevOps team; and ensures that a clear, specific, and trackable application release plan is in place and that priorities are set according to program needs.
- Leads the post-production configuration and enhancement efforts; assigns tasks to internal and vendor resources; and assesses and tracks progress regularly in internal application management tools.
- Implements rigorous data quality assurance protocols, including required systems and roles; supervises quality control by engaging the DevOps resources and stakeholders; and assigns, directs, and evaluates the work.
- Builds communication plans informing users and stakeholders for fixes and enhancements based on release schedules; and coordinates knowledge transfer to help desk and Tier 1 support personnel.
- Evaluates Tier 3 support request severity and prioritizes and delegates tasks to appropriate Tier 3 support personnel or the vendor; conducts hands on Tier 3 support on as needed basis and interacts with application/solution architect in identifying and troubleshooting issues; and ensures that all Tier 3 and above issue are resolved with reasonable time frame and that they are properly documented.
- Helps manage the analysis and presentation of data and progress of data-driven initiatives for senior management team and external audiences; communicates progress to key stakeholder groups; and incorporates their input.
- Anticipates, identifies, and resolves complex obstacles to success of overall program as well as specific projects.
- Manages the SIS application development lifecycle by reviewing, evaluating, and impending changes and enhancements through established change management processes.
Identifies various business requirements with the help of business analysts and plans SIS roadmap based on operational priorities.
Manages all workstreams related to SIS upgrades and customizations.
Works closely with application and program owners of downstream data systems dependent on the SIS feeds to ensure seamless functionality of those systems.
Builds relationships and liaises with various internal departments to drive collaboration and project success; and interacts with and responds effectively to urgent requests from multiple internal and external DCPS stakeholders.
Collaborates in the successful operational and project management methods across the department; and develops and strengthens resources for program evaluation and support.
Advises on application roadmap and contributes to the Director’s enterprise roadmap by keeping updated information on the Student Information System current.

Qualifications

- Bachelor’s degree and four to six years of related work experience.
- Master’s degree preferred.
- Previous exposure to or experience in the education sector.
- At least one year of supervisory experience managing teams.
- Minimum of two years of hands-on experience configuring and administering SIS.
- Experience in demand management and requirements elicitation a plus.
- Project Management, Agile, KANBAN, experience a plus.
- Knowledge of ISAM a plus.

DCPS Values

- **STUDENTS FIRST:** We recognize students as whole children and put their needs first in everything we do.
- **COURAGE:** We have the audacity to learn from our successes and failures, to try new things, and to lead the nation as a proof point of PK-12 success.
- **EQUITY:** We work proactively to eliminate opportunity gaps by interrupting institutional bias and investing in effective strategies to ensure every student succeeds.
- **EXCELLENCE:** We work with integrity and hold ourselves accountable for exemplary outcomes, service, and interactions.
- **TEAMWORK:** We recognize that our greatest asset is our collective vision and ability to work collaboratively and authentically.
- **JOY:** We enjoy our collective work and will enthusiastically celebrate our success and each other.

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