



Tolleson Union High School District #214
Software Support Coordinator

Purpose

Assist Tolleson Union High School District's Information Technology team in providing high-quality, front-line support for our Net software development and structured query language database infrastructure. This individual will be responsible for working closely with all areas of the District (Leadership, Information Technology, District and Site Staff) in providing both functional support and technical support.

Qualifications

Required:

1. Bachelor's degree in Business, Computer Science, or related field from an accredited college/university, or an equivalent combination of experience and education.
2. Minimum seven (7) years of professional experience working with .Net development and SQL Server Administration
3. Extensive knowledge of SQL Server Tools.
4. Experience in support of Edupoint Synergy's SQL Based SIS Application is a plus as the candidate will be responsible for supporting this application's backend database and resulting reporting functions.
5. Experience with managing the database requirements of a School Information System (SIS). (Edupoint Synergy Preferred)
6. Familiarity with programming in .Net/C# utilizing ADO.Net database connectors for REST APIs.
7. Front-end development experience with CSS, Javascript/jQuery, and Bootstrap.
8. Experienced with both Transactional and Data Warehouse design patterns.
9. Ability to communicate effectively through both written and oral communication.
10. Ability to maintain appropriate interpersonal relationships with students, parents, and other staff of the District.
11. Ability to work with multiple priorities and tasks.

Essential Functions

1. Microsoft SQL Server administration and maintenance functions of production and QA databases in a 24/7 environment.
2. Design, implement, and maintain custom developed .Net/Javascript applications as needed to support District initiatives.
3. Participate in database server architecture and design as well as server environment recommendations for the overall infrastructure.
4. Analyze complex query, reporting, dashboard or data mining requests and recommend, develop and implement solutions.
5. Assist with troubleshooting complex query and reporting problems including logic error, design and performance problems and recommend, develop and implement solutions.

6. Assist in the design, development and deployment of complex queries, reports, dashboards using varying data sources.
7. Provide end user direct support or coordinating assistance from our other IT support areas as required.
8. Perform and complete other duties as assigned.

Skills, Knowledge, and Abilities

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. Actual environmental conditions may vary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: regularly required to talk and hear; frequently required to use hands to touch, handle, or feel objects, tools, or controls and use a keyboard or keypad; regularly type or enter data using a computer keyboard; operating standard office equipment including utilizing pertinent software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform advanced math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job.

ABILITY is required to schedule classroom activities, discussions, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is high. Specific ability-based competencies required to satisfactorily perform the functions of the job include communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working with frequent interruptions; setting priorities; and establishing and maintaining effective working relationships. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision depth perception, and the ability to adjust focus.

Responsibility

Responsibilities include working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; tracking budget expenditures. Utilization

of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: the employee will be required to reach with hands and arms; some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity; the employee is frequently required to stand, walk, bend, and sit; the employee is occasionally required to climb, or balance and stoop or kneel; the employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.

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. The noise level in the work environment is usually moderate. The working hours are somewhat flexible as the job may require hours beyond normal business hours.

Reports to:	Assistant Director of Software Development
Terms of Employment:	Twelve-month, full time
Evaluation:	This position will be evaluated annually as outlined in Governing Board Policy
FLSA Status:	Exempt
Salary:	Administrative/Support Exempt Personnel Initial Placement Salary Schedule, Coordinator
Board Approval:	February 25, 2025 (Revised)