



Shady Side Academy
Technology Department

INFORMATION SYSTEMS (IS) MANAGER

Classification

Full-Time; Year-Round

Reporting

Reports to: Director of Educational Technology

Position Description

The Information Systems (IS) Manager supports all information systems utilized by the Academy. These systems include the Student Information System (all academic, admissions and registrar), Financial Information System, Human Resource and Development Systems, plus associated and/or integrated information systems such as Food Service, Book Store, Website, and more. Supporting and maintaining these systems typically includes system maintenance, data maintenance and manipulation, querying and reporting, and end-user support and training.

Primary Responsibilities

- Manage all primary information system applications, including Student, Financial, Human Resource and Development Information Systems (Blackbaud Education Edge, Faculty Access for the Web, NetClassroom, NetCommunity, Financial Edge, Paylocity and Raiser's Edge, FinalSite Constituent Manager), Learning Management System (FinalSite), Food Service POS (Horizon), and others
- Perform all database application-related activities: manage security and access rights, perform upgrades, imports and exports, backups, and all other functions to maintain data accuracy and availability
- Develop, manage and maintain all web forms (Blackbaud NetCommunity), including admissions application, donation form, family information update, homecoming registration, and others
- Perform and/or coordinate the annual process of creating master schedules and student schedules for all three divisions of the Academy
- Troubleshoot malfunctions of database systems, working with internal IT staff and vendors for the purpose of resolving operational issues
- Oversee the integration of primary information systems data with other systems (e.g. merging data to/from other sources, adding data fields, populating other databases, etc.) for the purposes of maximizing efficiency of the data flow and decreasing redundancy of data collection activities

- Manage all information systems integrations and synchronizations (significant Blackbaud-FinalSite and DynaCal-FinalSite integrations), using APIs, scheduled SQL queries, scripts, or imports/exports
- Work closely with the Manager of Web Communications to insure data continuity between primary databases and the Academy's websites
- Develop and maintain reports and/or data extracts as requested by information system users
- Perform extensive ad hoc querying and custom report writing using Crystal Reports among other tools, based on user requirements
- Establish and maintain effective working rapport with faculty, staff, students, parents, and outside vendors, responding to inquiries as necessary
- Provide ongoing support and training to all information systems end users
- Provide first-line support for faculty/student/parent web portal and FinalSite LMS issues
- Develop user materials such as FAQ, training support handouts, field definitions, etc., for the purpose of providing instruction and reference for staff on the use of information systems
- Develop, implement and oversee best practices for data input, accuracy and continuity
- Maintain operating procedures manual covering all aspects of data flow and continuity across all primary and integrated and/or synchronized information systems
- Maintain an active relationship with vendors; keeping informed about product issues and developments
- Identify and participate in appropriate regional and national user groups and professional organizations; leadership in such organizations is encouraged
- Assist the IT Department in all initiatives, and support end users as an alternate helpdesk operator

Requirements

- Experience administering school information systems such as Blackbaud's Education Edge, Financial Edge, Raiser's Edge; Senior Systems, Veracross, Sungard, Skyward, or similar
- Experience maintaining and supporting FinalSite, Blackbaud's NetCommunity, or other contemporary web content management systems in an academic setting
- Advanced proficiency in the use of Microsoft Excel, Microsoft Access, Microsoft Word, Microsoft SQL Server, Crystal Reports, and common database management/data manipulation tools
- Working knowledge of Internet technologies including HTML, PHP, ASP, etc., preferred
- Bachelor's Degree in Computer Science, Management Information Systems, or related field
- Ability to appropriately maintain confidential and sensitive school information
- Strong customer service, and written and verbal communication skills
- Ability to communicate with, and explain complex technical scenarios to non-technical end users; and to convert non-technical data requests into desired results
- Ability to work independently, solve problems, and prioritize multiple projects/tasks

Compensation

Salary is competitive and commensurate with experience. Excellent health and retirement benefits are part of the employment package. Lunch is included when school is in session. Funding exists to support continuing education and professional development.

Application Information

Interested candidates should send a cover letter, a resume, and the names and contact information of three references by mail or email to:

Tim Winner, Director of Educational Technology

twinner@shadysideacademy.org

423 Fox Chapel Road, Pittsburgh PA 15238

Shady Side Academy is an equal opportunity employer and does not discriminate on the basis of age, race, color, religion, gender, national origin, or disability. Our campuses are tobacco-free.

About Shady Side Academy

Shady Side Academy is a nationally respected private school in Pittsburgh for boys and girls in grades pre-kindergarten through 12, with an optional boarding experience in high school. Three age-specific campuses with extraordinary resources, teachers who actively mentor, a forward-thinking curriculum, a diverse and inclusive community, and a legacy of alumni accomplishments all inspire Shady Side students to high achievement in academics, the arts and athletics, and to meaningful ambitions in life. Visit the school's web site at www.shadysideacademy.org.