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Job Title: Data Operations Manager

Grade: MSS-14

Salary Range: $110,000 - $153,999

Job Summary:

The Office of the State Superintendent of Education (OSSE) is the State Education Agency for the District of Columbia charged with raising the quality of education for all DC residents. OSSE is staffed by a top-notch team of more than 1,900 individuals who are motivated each day to sustain, accelerate, and deepen progress for DC's 90,000+ students. Our vision is that DC will close the achievement gap and ensure people of all ages and backgrounds are prepared to succeed in school and in life.

This position is in the Office of State Superintendent of Education within the Office of the Chief Information Officer (CIO). This position serves as the Data Operations Manager within the CIO division. The incumbent will be responsible for managing a customer support team for external stakeholders including performing all aspects of data systems support, application training, account management, quality assurance, processes, and improvement documentation.

Duties and Responsibilities:

• The Data Operations Manager will be responsible for providing direct supervision of analysts assigned to various data systems supporting both internal and external customers via telephone, email, virtual or in-person meetings.
• This role will participate in, and lead meetings and discussions related to the development, enhancements, training, and ongoing support for OSSE applications as it relates to implementing District and Federal policy.
• They will also monitor and manage key performance indicators and oversee the fulfillment of service level agreements for customer support tickets and various requests to ensure consistent timely and accurate execution and completion, while creating and updating the agency knowledge base and managing the process of account management.
• Other responsibilities will include managing and performing User Acceptance Testing (UAT) and quality assurance of data, documenting processes and creating standard operating procedures (SOP) in various formats for the team and internal and external customers, and analyzing both internal and external escalated customer concerns and requests while working with team members to perform system reviews and problem solve to identify areas of improvement for data systems, documentation, and other processes.
• The Data Operations Manager will also perform other related duties as assigned.

Qualifications and Education

• Specialized experience could include, but not be limited to: demonstrated experience providing technical assistance to internal and external customers for applications and software, experience providing professional development or training to internal and external teams, and management experience with technical teams preferably in a government or educational setting.
• To be creditable, specialized experience must have been equivalent to at least the next lower grade level in the normal line of progression for the occupation in the organization. Applicants who have the 1 year of appropriate specialized experience, as indicated, are not required by this standard to have general experience, education above the high school level, or any additional specialized experience to meet the minimum qualification requirement.