

JOB DESCRIPTION



JOB IDENTIFICATION

<i>Job Title:</i>	IT Applications Manager	<i>Pay Grade:</i>	EAP-11
<i>Department:</i>	City Manager/IT	<i>FLSA Status:</i>	Non-Exempt
<i>Location:</i>	Engineering/IT Building	<i>Reports to Position:</i>	IT Director
<i>Effective Date:</i>	September 20, 2023		

JOB SUMMARY

Works under general supervision of the IT Director who assigns work, establishes goals, and reviews the results obtained for overall effectiveness through the analysis of work products, observations, and meetings. The IT Applications Manager position serves as the primary administrator and developer for the City's current and future enterprise business systems. The position will work closely with City staff to develop business process improvements focused on integrating those processes into the City's enterprise business systems. The position will be the subject matter expert for the enterprise business systems and will work collaboratively with City staff, vendors, and consultants to build, enhance, and maintain these systems to ensure they meet the needs of each City department and that they meet the long-term needs of the City and its strategic planning initiatives.

SUPERVISION EXERCISED: This position does not typically supervise, but facilitates and leads representatives from City departments and coordinates with other IT personnel to achieve the objectives of the department. May be assigned to act on behalf of the IT Director in his/her absence.

ESSENTIAL JOB DUTIES AND/RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.

- **System Administration:** Install, configure, and maintain the City's enterprise business systems and related components. This includes performing system upgrades, patches, and updates as necessary.
- **User Management:** Manage user accounts, roles, and security settings within the enterprise business systems. Grant and revoke access permissions based on user roles and responsibilities.
- **System Monitoring and Troubleshooting:** Monitor the performance, availability, and reliability of the enterprise business systems. Identify and resolve system issues, errors, and performance bottlenecks in a timely manner.
- **Data Management:** Ensure the integrity, accuracy, and security of the data stored within the enterprise business systems. Perform regular data backups and implement disaster recovery procedures.
- **System Integration:** Collaborate with other IT staff to integrate current and future systems with other enterprise systems and applications. Ensure seamless data flow and compatibility between systems.

- **User Support and Training:** Provide technical support to end-users regarding functionality, navigation, and troubleshooting. Develop and deliver training programs to enhance user proficiency. Conduct user training sessions and create user documentation as needed.
- **System Customization and Configuration:** Customize and configure the enterprise business systems to align with the City's business processes and requirements. Develop and implement system enhancements and workflows.
- **Vendor Management:** Liaise with enterprise business system vendors for technical support, issue resolution, and software updates. Stay updated with the latest product releases and new features.
- **Security and Compliance:** Implement and enforce security measures to protect sensitive data within the enterprise business systems. Ensure compliance with relevant data privacy and security regulations and City policies.
- **System Documentation:** Maintain system documentation, including configuration settings, technical specifications, and user guides. Keep records of system changes, upgrades, and maintenance activities.
- **Project Management:** Plan and execute IT projects related to application development and integration. Monitor project progress, budgets, and timelines. Mitigate risks and resolve project-related issues. Oversee the software development life cycle, from concept to delivery.
- **Planning:** Develop and execute a strategic plan for applications that supports the City's goals. Evaluate and select third-party software and service providers. Manage vendor relationships, contracts, and service level agreements. Develop and manage the IT applications budget, including forecasting and cost control. Stay updated on emerging technologies and industry trends. Identify opportunities for process optimization and efficiency improvements.
- Provide backup and support for the City's first and second-level technical support staff and is part of a 24/7 on-call rotation that must be able to respond within forty (40) minutes.
- Be capable of acting on behalf of the IT Director when required in his/her absence.

QUALIFICATIONS

Education and Experience Guidelines

Any combination of education and experience that would like provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

Education and Training

Bachelor's or Associate's Degree in Information Technology required

Experience

Five (5) years developing, managing, and administering one or more enterprise applications

Licenses or Certification Required

Possession of a valid driver's license from state of residence

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

Knowledge of:

- Software development methodologies and best practices
- SQL scripting and databases
- Supporting desktop and laptop personal computers as well as their peripherals
- Installing, configuring, and upgrading operating systems and software
- Installing, assembling and configuring computers, monitors, and peripherals such as printers, scanners and related hardware
- Joining a computer to a domain
- Basic network devices and basic network appliances

Ability to:

- Diagnose and resolve incidents in a fast paced environment
- Identify and analyze complex technical problems, evaluate alternative solutions and make sound judgments, especially in stressful situations
- Perform highly technical work independently, exercise sound judgment and initiative
- Organize and expedite workload, initiate work projects and to work independently
- Work independently to install, configure, troubleshoot, and repair IT hardware and software
- Interact with end-users of varying skill levels and to provide appropriate training and assistance
- Prepare effective written reports and correspondence, and deliver effective oral communications
- Lead meetings and provide direction/instruction in both verbal and written form
- Document operations and procedures
- Establish and maintain effective working relationships with other employees
- Work evenings and weekends to to meet the needs of the City
- Work in a constant state of alertness and in a safe manner

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodation needed to perform the essential duties of this position.

Environment: Work location will primarily be in a standard office setting

Physical Demands: See Accompanying Page

Key Working Relationships: IT Director, IT Staff, Department Heads, Office Managers, and City Manager

APPROVAL/ACKNOWLEDGEMENT

_____	<u>IT Director</u>	_____
Department Head	Title	Date
_____	<u>HR Director</u>	_____
Human Resources Director	Title	Date
_____	<u>City Manager</u>	_____
City Manager	Title	Date
_____		_____
Incumbent Employee Printed Name and Signature		Date

PHYSICAL REQUIREMENTS –

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
LIFT/CARRY				
1-10 lbs				✓
11-20 lbs				✓
21-50 lbs			✓	
51-75 lbs		✓		
76-100 lbs	✓			

PUSH/PULL				
1-10 lbs				✓
11-20 lbs				✓
21-50 lbs			✓	
51-75 lbs		✓		
76-100 lbs	✓			

MOVEMENT				
Bend/Stoop/ Twist			✓	
Crouch/ Squat			✓	
Kneel/Crawl			✓	
Reach Above Shoulders			✓	
Reach Below Shoulders			✓	
Repetitive Arm Use			✓	
Repetitive Wrist Use			✓	
Repetitive Hand Use				
a) grasping			✓	
b) squeezing			✓	
Climb Stairs/Ladder			✓	
Uneven Walking Surface		✓		
Even Walking Surface			✓	

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		✓	
Visual Acuity		✓	
Manual dexterity		✓	

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
EQUIPMENT USE & OPERATION				
Motor Vehicle		✓		
Heavy Equipment (Backhoe, dump truck)	✓			
Large Apparatus (Fire Truck, Street Sweeper)	✓			
Small Equipment (Mower)	✓			
Handheld tool/equipment (tamps, weed eaters, shovel)	✓			

WORK WITH/NEAR				
Machinery	✓			
Electricity			✓	
Power Tools		✓		
Impact Tools		✓		
Chemicals	✓			
Fumes	✓			
Heights		✓		

ENVIRONMENT				
Indoors				✓
Outdoors		✓		
Extreme Heat	✓			
Extreme Cold	✓			
Dusty	✓			
Excessive Noise	✓			
Other (explain)	✓			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	4	4
Stand	3	3
Walk	1	1

Additional Considerations (including clarification of any of the above)