

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB387 Enterprise Application Solutions Manager
POSITION #/TITLE: 2493 Enterprise Application Solutions Manager	Adopted: 05-12 Revised: 05-14

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 16
Reports To Position #/Job Code #/JC Title: 1252/NB343/Chief Information Officer	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment, knowledge test, skills test
Personal Protective Equipment: None	

General Statement of Duties

Plans, coordinates, and supervises all activities related to the design, development, and implementation of organizational information systems and software applications. Acts as the internal and external customer facing section for the development activities of the Information Technology Division. Performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the classifications of Analyst Supervisor and Database Analyst II.

Examples of Essential Work (Illustrative Only)

Manages Enterprise Application Solutions Division of Information Technology Department;
 Manages internal support and maintenance (computer and network) of all Information Technology Division related information;
 Maintains, supports, and upgrades existing systems and applications;
 Manages the application development, database analysts and web development personnel;
 Manages the version control, source code, use cases and application design and development according to a standardized Systems Development Life Cycle (SDLC);
 Provides technical support to project team members;
 Designs, plans, and coordinates work teams;
 Provides consulting, technical and functional programming expertise for the City;
 Provides input to management and PMO regarding staff performance and project status on a regular basis;
 Manages and trains staff on policies, procedures, and standards;
 Assesses and evaluates staff performance, providing performance input and mentoring staff;
 Monitors compliance with departmental procedures and controls to ensure efficient workflow and quality end product, including software design and change management;
 Uses program version control tools to investigate, understand and extract data available to quickly assess business opportunities and determine key findings;

Designs, develops, implements and analyzes trigger based programs;
Translates analytic results into recommendations of practical and implementable solutions;
Communicates results and recommendations to working teams and senior-level executives in a timely manner;
Manages and delivers large, complex client solutions that identify, design, and implement creative business solutions and technology solutions;
Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;
Installs computer hardware components and all relevant software applications, network components, Internet accesses and information systems as needed;
Creates management reports and metrics;
Develops and manages operating, staffing, and project budgets;
Administers performance reviews and career planning, and provide leadership to Enterprise Application Solutions team members;
Develops database inquiries, reports and other software applications as needed for the support of specialized computer applications;
Maintains all appropriate records on departmental computer operations and maintenance schedules;
Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;
Performs random security audits of all City Information Technology assets;
Leads technical and business teams in the development and continuous improvement of security risk assessment, and the adoption of risk-based testing, remediation and project prioritization;
Manages architecture governance for compliance solutions;
Manages the risk assessment compliance effort and interaction with internal and external auditors;
Develops and implements security practices, procedures and policies in cooperation with the Chief Information Officer;
Assists with internal and external investigations involving forensics, chain of custody, etc.;
Performs software configuration, detailed analysis, management reviews, port assignments, software security testing, development practices of all software including but not limited to internal and external applications such as COTS, APPS, DBs, Web development, Documents, Forms, and any other intangible asset operating, connecting to or protecting City Information Technology assets in cooperation with the Applications Design and Development section;
Troubleshoots all problem areas associated with security related applications and computer operations;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge in software development and/or programming design and systems management on multiple technology platforms;
Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP Workstation and Microsoft Office Professional);
Thorough knowledge of the functions and operations of the Information Technology Division;
Thorough knowledge managing an Applications staff in a development and support environment;
Thorough knowledge in overseeing the direction, development, and implementation of software solutions;
Thorough knowledge with automated software and system management tools;
Thorough knowledge of system and software quality assurance best practices and methodologies;
Thorough knowledge of database design and file management techniques;

Thorough knowledge of network hardware, protocols, and standards;
Thorough knowledge of applicable data privacy practices and laws;
Ability to understand and apply IT concepts and internal policies and procedures to solve a variety of problems, including a strong understanding of multi-dimensional database concepts and tools;
Ability to comprehend several programming languages;
Ability to utilize project management skills and/or substantial exposure to project-based work structures, project lifecycle models, etc.;
Ability to effectively use a “Make versus Buy” decision;
Ability to “1-off” COTS and provide solutions;
Ability to apply analytics to efficiently (and pragmatically) solve business problems through structure problem solving approaches;
Ability to train others in the use of computer operations and software applications;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor’s Degree in computer science or closely related field; and
Considerable experience supporting or working with computer software, hardware and operations systems related to Information Technology; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver’s License.
Microsoft Certified Solutions Developer or equivalent certification.
Project Management Institute (PMI) training and/or certification or ability to achieve it within 2 years of appointment.
May be required to obtain Iowa NCIC certification based on work assignment.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to operate equipment and tools;
Sufficient manual dexterity which permits the employee to operate equipment;
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.