

## CITY OF BELLINGHAM

### JOB DESCRIPTION

**JOB TITLE:** Applications Manager

**E-PLAN**  
**SG:E2-13**

**DEPARTMENT:** Information Technology Services Department

**CS:N**  
**FLSA:N**  
**EEO4CODE:PR**

#### **JOB SUMMARY:**

Manages the Applications Division of the Information Technology Services Department. Provides direction to Applications Division staff and assists the Director in the planning, development, budgeting, implementation, security, and administration of cost-effective information systems and support services for all City departments based on present and future needs. Shares oversight responsibilities for major technology projects with the Director. Work is characterized by management, administrative, and technical functions in assessing information needs for the City; recommending City-wide strategic plans and applicable policies and procedures; and providing project leadership and support planning for complex applications systems and services.

Applications services provided by the Applications Division include support for complex, mission-critical enterprise systems such as financial systems and payroll systems, Internet/Intranet websites and web-based applications, key department systems, and related systems and databases.

Assists the Director in developing programs to ensure City compliance with regulatory standards such as Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standard (PCI DSS), along with other security standards as applied to supported systems and procedures.

Must demonstrate excellent managerial, administrative, and project leadership skills; excellent communication skills; excellent skills in strategic planning; skills in oversight and management of competing requests for services; skills in prioritizing competing requests; and significant project management experience.

#### **SUPERVISORY RELATIONSHIP:**

Reports to the Information Technology Services Director. Works independently under applicable City, state, and federal regulations, policies, guidelines and standards. Supervises Applications Division staff. Provides oversight and assistance to systems and technical staff in other departments.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Assesses information systems needs of the City in cooperation with Information Technology Director, management staff, employees, and elected officials.
2. Directs and coordinates work of Applications Division staff; hires and oversees staff, reviews work, and manages performance. Provides training, conducts performance appraisals and delivers coaching and corrective action as needed.

3. Coordinates Applications Division communications and project work with staff in all departments at all levels of the organization; provides project and technical leadership; communicates issues; makes recommendations to IT Director and to City leaders.
4. Develops short-term and long-term program goals and objectives; assists in project request and review processes; develops and recommends City-wide information systems strategic plans and applicable policies and procedures; assists with Systems Steering Committee communications and support.
5. Monitors applications project budgets, assuring expenditures are within approved budget. Assists with technology budget preparation.
6. Leads projects or provides project support or resources for City technology projects. Shares project oversight responsibilities with the Director. Coordinates applications services and ensures communications with stakeholders related to applications projects, systems services, systems status, security requirements, and training.
7. Provides support for systems acquisition, contract review, and related services. Prepares and reviews requests for proposal, requests for information, and bid requests. Conducts contract negotiations and reviews contracts related to technology systems, security requirements, and services. Performs and reviews cost-benefit analysis.
8. Provides support for applications systems and services, including systems configuration and application/configuration advice, report development, systems and security administration, upgrade/fix specifications, detail-oriented testing and analysis, system installation, system monitoring, service level agreements, procedures development, error identification and resolution, and communications with end users.
9. Assists the Director in developing programs to ensure City compliance with regulatory standards such as Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standard (PCI DSS), and security standards as applied to supported systems and procedures.
10. Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications/technology/standards and equipment. Assists the Information Technology Services Director in planning for future acquisitions and upgrades to equipment and software.
11. Chairs meetings and/or committees, prepares agendas, prepares and monitors budgets, and coordinates project and division activities. Communicates project recommendations and/or status to City leaders at all levels of the organization.
12. Provides technical advice, technical support, and communications related to technology for City-wide personnel; resolves problems through internal resources or through communication with vendor technical support staff.
13. Communicates with City staff at all levels of the organization related to technology issues to improve employee awareness of key technology issues, improve technology-related budget planning, and increase customer satisfaction.
14. Manages and/or monitors implementation of applications systems and services for the City including strategic planning, coordination, prioritization, business continuity, and goal-setting. Contributes to needs assessments, project prioritization and work planning for ITSD Department.

15. Develops and recommends policies and standards related to applications services or related technology systems. Utilizes the Information Technology Information Library (ITIL) or other management framework to establish standards and best practices for application services.
16. Consults with and advises staff, resolves problems presented by users, and offers solutions and alternative courses of action.

**ADDITIONAL WORK PERFORMED:**

1. Serves as backup to line staff and to the Information Technology Services Director to ensure the continuity of all services and support across systems and applications.
2. Performs other related work of a similar nature and level.

**PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):****Technical:**

- Comprehensive knowledge of information technology: theory, principles and practices;
- Extensive knowledge of principles and techniques of analysis, business processes, design, development, implementation, and support of complex computer and communications systems in a complex network environment
- Considerable knowledge of applications management, project management, applications development principles, database design, application architecture, Internet/Intranet applications and best practices, applications integration methodologies
- Ability to learn and maintain strong knowledge of applications management strategies specific to critical business systems including payroll, financial, geographic information, and public safety.
- Knowledge of PC operating systems such as Microsoft Windows, Local Area Network (LAN) and Wide Area Network (WAN) systems in a complex multi-site enterprise setting, voice and data networks, database connectivity print management, and related technologies and best practices.
- Knowledge of and skill utilizing various City standard application software which include, but are not limited to, Windows, Microsoft Office Suite, and related end user software and support best practices.
- Ability to understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents, and to develop compliance programs as needed.
- Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems

**Management/Supervisory:**

- Strong leadership qualities such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills
- Strong management skills including planning, organizing, problem analysis, decision-making, resource management, and time management
- Knowledge of effective and results-oriented management principles and practices
- Ability to effectively manage staff and to direct, evaluate, coordinate, or support the work of others involved in the implementation of information programs and systems
- Ability to engage in long-term strategic planning and provide framework for flexible day-to-day support for effective and reliable information systems
- Ability to facilitate decision-making meetings and other governance processes

- Knowledge of City and department policies and procedures including work processes and labor contract provisions for the workgroup.
- Ability to motivate and encourage staff, build teamwork, and foster a results-oriented environment.

**Project Management:**

- Excellent project management skills including budget preparation and tracking, communications coordination, and time and task management with employees at all levels of the organization and with outside vendors
- Knowledge of information technology contract negotiations and administration procedures, practices, techniques, and applicable laws
- Ability to manage budget, contract negotiation, strategic planning, and resource management.
- Ability to prepare written reports and status information related to project goals and status

**Communications:**

- Strong written communication skills for preparing reports, composing documentation, and corresponding with City employees and vendors
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public

**Other:**

- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently
- Able to negotiate and establish work plan priorities when receiving competing requests for services from multiple departments
- Ability to maintain focus during multiple stressful system issues and events
- Ability to establish and maintain effective working relationships with other employees, City officials, representatives of other government agencies and community groups and the general public
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently remain stationary for long periods of time;
  - Frequently communicate accurate information and ideas with others;
  - Occasionally transport components weighing up to 25 pounds.

**WORKING ENVIRONMENT:**

The work is performed primarily in an office environment and includes sitting and working for extended periods of time in front of a computer monitor. This is a sedentary position with minimal physical exertion requirements.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.

- Six (6) years of progressively responsible experience in applications project management, Information Technology management, or applications/systems leadership.
- Considerable supervisory and/or management experience.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

**NECESSARY SPECIAL REQUIREMENTS:**

- Employment is contingent upon passing a criminal background check.

**PREPARED BY:** L. Hill  
M. Mulholland  
11/06  
M. Mulholland  
A. Sullivan  
4/14  
M. Mulholland  
S. Elsner  
R. Delker  
6/21

**REVIEWED BY:** \_\_\_\_\_  
Marty Mulholland, ITSD Director