MAJOR FUNCTION

This is highly responsible professional, technical, supervisory, and administrative work of considerable difficulty involving coordination of short and long range planning, analysis, design, implementation and maintenance of mission-critical business process solutions for a designated department. An employee in this class is responsible for coordination and management of the department's information technology needs using networked and distributed computing architectures and applications. Work is performed under the general supervision of an administrative supervisor, with the employee having considerable latitude for the use of independent judgment. The work is reviewed through conferences and written reports for achievement of desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Serves as administrator for the planning, analysis, design, acquisition, implementation and on-going maintenance of the department's information technology systems, applications and databases, as applicable. Coordinates the research, analysis, purchase, installation, maintenance and contract management for the department's operating and application system software and hardware. Plans, organizes and conducts meetings as needed with team members for communication of business requirements, status updates, and project reviews. Provides technical support to system users. Manages, monitors and analyzes system and application performance, documents problems and explores, evaluates, and recommends solutions. Coordinates the design of database structures and develops documentation standards for the effective use, control, updating, maintenance and back-up of databases. Assures compatibility of database design and complimentary software, including database generators and reporters. Assures proper and balanced interface between specific business applications/systems and the City's primary systems, as applicable. Researches, plans, develops, coordinates and performs the implementation of system/application changes, including upgrades, updates, modifications and customizations and maintains documentation for changes implemented. Researches, previews, and tests application/systems new releases, fixes, updates and expanded functional uses. Provides training and support to system users. Serves as liaison between functional users, department management and ISS technical staff. Prepares charts, tables and diagrams to assist in analyzing management or operational problems. Conducts feasibility studies, cost projections and needs analysis. Recommends the hiring, transfer, promotion, grievance resolution, discipline or discharge of employees. Conducts performance evaluations, and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Keeps informed and abreast of major trends and developments in the computer field. Serves on ad hoc teams or committees as necessary. May perform selected duties of the administrative supervisor, as necessary. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities, and Skills

Considerable knowledge of computer technology and current technical industry capabilities, standards and trends. Ability to analyze and convert business requirements into design specifications. Ability to apply sound change management techniques in implementing technical solutions. Ability to work with both IDE (integrated development environment) and text based coding. Ability to conduct independent research and define results. Ability to furnish competent technical advice and recommendations on hardware capabilities, systems design, and development, and related matters. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to interact effectively with functional representatives and technical co-workers one-on-one and/or in team environments. Ability to organize time and resources for maximum benefit. Ability to communicate clearly and concisely, orally, and in writing. Ability to coordinate the work of subordinate personnel. Ability to establish and maintain

effective working relationships as necessitated by the work. Ability to work irregular and/or additional hours. Strong analytical, design, and coding skills for providing simple to complex business solutions recommendations. Skills to include, but not be limited to, use of the following tool sets or equivalent products: Microsoft Office 2000 desktop toolset, (Access, Word, Excel, etc), system support and/or development in client/server environment, working knowledge of an Open Database Connectivity (ODBC) database (Oracle, Informix, etc.), Relational Database Management System (RDBMS) design and relationships, Structured Query Language/Structured Query Reports (SQL/SQR), Windows95/NT, and a basic understanding of networks and network design. Skills and knowledge of PeopleSoft, Inc., application design and supporting toolsets.

Minimum Training and Experience
Possession of a bachelor's degree in computer science, management information systems, business administration or a related field and three years of professional and technical experience that includes developing, supporting and/or programming computer operating and application systems in a client/server environment; or an equivalent combination of training and experience.

Necessary Special Requirements
Possession of a valid class E state driver's license required at the time of appointment.

Established: 07-24-04
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