CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: IT Applications Manager	Job Family: 2
General Classification: Management	Job Grade: 39

Definition: Under general direction of the Information Technology (IT) Director/Chief Information Officer, the IT Applications Manager manages Citywide enterprise application support; supervises assigned staff; provides leadership and advice on application issues and decisions; coordinates and implements enterprise applications with department heads and staff; participates in and leads strategic planning of the IT Department; utilizes expertise to develop and implement new technologies; and preforms related work as required.

Distinguishing Characteristics: The IT Applications Manager is responsible for assisting the IT Director in managing the enterprise application systems for the IT Department. The IT Applications Manager reports to the IT Director and has direct supervision over assigned professional and technical department staff. This position is distinguished from that of the IT Operations Manager in that the latter has responsibility for the engineering and network administration of the IT Department.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Directs and participates in the development and implementation of City and departmental goals, objectives, policies, and priorities related to enterprise applications.

2. Plans and directs the design and development, implementation, and maintenance of computer applications and systems supporting City operations; assists in establishing and implementing short- and long-range goals, objectives, policies, and operating procedures; designs and/or participates in the design of mission-critical services; and identifies and implements other methods of technology.

3. Assists in the development and implementation of department and unit goals, objectives, policies, and procedures and aligns goals to performance objectives of assigned staff.

4. Consults with end-users to understand business needs for information systems. Utilizes expertise to provide guidance and recommendations in defining business needs and requirements.

5.   Reviews and participates in the development of software specifications; evaluates and oversees bids and ensuing negotiations with vendors; and negotiates contracts to acquire and coordinate the implementation of software updates.

6.   Ascertains necessary procedures for preventative and corrective maintenance and oversees the deployment to all applications and systems.

7.   Prepares and administers the budget for application procurement, maintenance, and replacement costs; forecasts additional funds necessary for IT Department and enterprise application costs; and administers successful implementation of approved budgets.

8.   Ensures program performance objectives are met.

9.   Supervises, trains, mentors, motivates, and evaluates assigned staff; provides guidance to employees with assigned projects, including issues, and provides recommended solutions; establishes measurable goals and objectives; and provides valuable and meaningful feedback regularly.

10.   Oversees IT consultants in the installation, maintenance, and services of systems and applications; inspects work by employees and vendors, in progress and upon completion, to ensure compliance with standards and specifications; and proactively advises client departments with project status reports, including work in progress, operating problems, and delays.

11.   Coordinates with all IT work units and outside contractors; assists in the determination of the need for use of contractors; prepares contract documents, vendor qualifications and Request for Proposals, specifications, and requirements; participates in vendor/contractor selection; and administers contracts.

12.   Maintains knowledge of industry development and technology, expertise in City standard hardware and software products, and awareness of advances in technology as they relate to City needs and objectives.

13.   Handles escalation of service issues from City staff regarding service levels.

14.   Provides software-training classes to IT and City staff.

15.   Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and applications of IT tools, including planning and development and design of information systems; principles and practices, methods, equipment, materials, and techniques used in enterprise applications; system analysis principles, practices, methods, and techniques; new and evolving IT technologies; functions and operations of various database management systems; functions and operations of computer operating systems; principles and practices of supervision, training, and personnel management; principles of providing effective feedback and assistance to personnel; safe work practices and procedures and applicable laws and regulations governing job safety and the work environment; principles of contract drafting and specifications; vendor relationship management techniques, evaluation of vendor bids, and contract negotiation; architecture of computer systems, implementation, development, and testing of computer systems; identification of preventative and corrective maintenance procedures; budget drafting and successful implementation; long-term strategic planning and implementation; proper English usage, including grammar, spelling, and punctuation; report and letter writing and review; user satisfaction monitoring; current trends and development in the field of computer technology; modern office procedures, methods, and computer equipment; budgeting, accounting, and purchasing methods; and principles of business mathematics and effective methods of recordkeeping.

Ability to: Plan, organize, manage, and perform the work of the assigned sections; work independently with minimal supervision and use of considerable judgment and initiative; administer feedback, manage performance, and supervise assigned personnel; identify, analyze, and assess computer systems and software problems and take appropriate corrective actions; plan and direct the design and implementation and maintenance of new and existing computer applications and systems; effectively and frequently communicate with vendors and staff to define system and software application needs and take appropriate corrective actions; negotiate with and review bids from vendors; maintain a current understanding of technological advancements and trends; read, interpret, and apply complex technical information; manage multiple projects simultaneously and be sensitive to deadlines and changing priorities; prioritize workload of assigned section; utilize effective communication skills in oral and written communication; and maintain effective and productive working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

A technology certificate from an accredited college or trade school in information technology, computer applications, web technologies, computer information systems, application development database design, programming, technology project management, or related field and five years of experience in private or public-sector positions in information technology, including systems analysis work and development, system integration, or project management, which includes two years of experience supervising staff. Two years of supervisory experience may be substituted for successful completion of the City's supervisory training course within one year of appointment for current City employees.

OR

an associate's degree or have completed 60 semester or 90 quarter units at an accredited college or university in business information systems, computer science, information technology, software information system, or related field and five years of experience in private- or public-sector positions in the aforementioned areas, including two years of experience supervising staff (or completion of the City's supervisory training course within one year of appointment for current City employees).

OR

a bachelor's degree or four years of postsecondary education from an accredited college or university with concentration in computer science, information technology, engineering, web science, business information systems, or related field and four years of experience in the aforementioned areas with two years of experience supervising staff (or completion of the City's supervisory training course within one year of appointment for current City employees).

Required Licenses or Certificates: Valid Class C California Driver License. Certification in use of enterprise applications, including GIS, land management, work order management, and document management systems and a Project Management Professional Certification (PMP) are highly desirable.

Working Conditions: This position may require work for extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

Established: September 2021
Revised: January 2022

HRD/CLASS SPECS
IT Applications Manager