Innovation & Technology Manager
Applications

Definition

Under administrative direction, responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of work units within the Innovation and Technology Department.

Class Characteristics

This is a single-position, professional classification responsible for overseeing and managing the City's Applications Division with responsibility for enterprise information technology business systems. Incumbents are expected to possess the ability to adapt specific program procedures and activities to meet the needs of the City, other agencies, and technological advances. Successful performance of the work requires skill in proactively evaluating program goals and objectives to define and integrate the requirements of various internal and external clients. The work requires the frequent use of tact and judgment, knowledge of City-wide operations, and the ability to conduct independent projects and programs. This class is distinguished from the Chief Technology Officer who has overall management and coordination of the Innovation & Technology Department. This class is distinguished from Business Systems Analyst in that the Innovation & Technology Manager exercises full supervisory and managerial authority over the Applications Davison within the department while the Business Systems Analyst performs complex systems analysis and program management.

Supervision Received and Exercised

Receives general direction from the Chief Technology Officer. Exercises general supervision over assigned staff.

Typical Job Functions
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Manages a team of business systems analysts in support of numerous enterprise applications including financial ERP, land management system, recreation system, billing system and electronic document management system.

Oversees and manages large scale enterprise application implementation.

Manages operational planning, including planning projects and the allocation of manpower resources.

Develops and implementations goals, objectives, policies, and priorities for the assigned function; determines within departmental policy, appropriate service and staffing levels; recommends, administers, and documents policies and procedures.

Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.

Designs, implements and enforces business systems and enterprise applications portfolio, policies, procedures and best practices.

Develops tactical plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results.

Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Chief Technology Officer.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures; leads and conducts internal affairs investigations.

Consults with other City departments regarding Application needs and requirements, including identifying, designing, and developing business applications, strategies, and procedures for integrating various application databases.

Designs business application processes and work flow strategies for the management, access, and retrieval of data, defines data rules and relationships, and develops methods for quality control of databases.

Performs applications research, development, conversion, installation, and maintenance projects, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; defines project requirements, methods, and end objectives in consultation with end users; estimates and tracks project budget; coordinates project activities with team members, other information technology services staff, user representatives, and outside vendors.

Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of the applications and advises on best practices.

Stays abreast of new trends and innovations in technology related to business applications; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.

Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.

Directs the management of projects to enhance and/or upgrade technology services and utilization.

Manages projects that vary in size and scope, and require varying levels of staff and resource support.

Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.

Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices.

Develops processes to ensure business continuity in the event of a disaster.

Assumes duties of Chief Technology Officer when assigned.

Qualifications

Knowledge of:

Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques.

Administrative principles and practices, including goal setting, project management, and the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.

Principles and practices of budget development and administration.

Principles and practices of employee supervision including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Business process engineering, documentation and automation.

Database design and integration between Microsoft SQL and other RDMS.

Developing interfaces and application integration methods and concepts.

Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.

Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.

Advanced information technology development lifecycle and design principles using flowcharting techniques and prototype development tools.

Advanced methods and techniques of evaluating business need requirements to provide technology solutions.

Principles and practices of identifying technology needs and issues, researching and evaluating technology, applications and the most effective courses of action and implementing solutions.

Applicable Federal, State, and local laws, codes and regulations.

Modern office practices, methods, and computer equipment and applications related to the work. Record keeping principles and procedures.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

Oversee the development and maintenance of information technology systems.

Recommend and implement goals, objectives, and practices for providing effective and efficient services.

Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

Evaluate and develop improvements in operations, procedures, policies, or methods.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Assess user needs and recommend appropriate software and systems to meet these needs.

Perform complex modeling, mapping, database maintenance, and other professional-level tasks.

Develop documentation and informational materials and train users in business systems applications.

Interpret, apply and explain technical materials to non-technical users.

Interpret, apply and explain complex Federal, State, and local laws, codes, regulations, departmental policies and procedures.

Understand the organization and operation of City departments and of outside agencies as necessary to assume assigned responsibilities.

Prepare clear and effective reports, correspondence, policies, procedures, and other written material.

Make accurate arithmetic, financial, and statistical computations.

Establish and maintain a variety of filing, record-keeping, and tracking systems.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems, geographic information science, geography, or related field and four (4) years of progressively responsible experience in business systems analysis, design, and development.

Licenses and Certifications

None.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office and but occasionally standing in and walking between work areas and development sites is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

FLSA: Exempt
Est. 6/2017