MAJOR FUNCTION

This is responsible professional and administrative work coordinating the evaluation, implementation, and maintenance of specific technological systems and applications designed for City-wide functional use. Job class incumbents may be assigned to Technology & Innovation and serve in a purely technical role or may be assigned to a specific department and serve in a functional role using systems such as accounting, payroll or human resource information management. Work is performed under the general supervision of a higher-level manager; however, individuals assigned to this job class must employ considerable independent judgment as work is widely varied, involving complex and significant variables. Results are reviewed through conferences, written reports and achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Coordinates the analysis, implementation and maintenance of specific technological systems and applications designed for City-wide functional use and serves as administrator for same. Serves as liaison between functional users, City management and Technology & Innovation technical staff. Manages, monitors and analyzes system and application performance; documents problems and explores, evaluates, and recommends solutions for same. Researches, plans, develops, and coordinates 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. Makes recommendation regarding changes to application/system to improve effectiveness and efficiency. Serves as an expert on queries and reports. Performs related work as required.

Other Important Duties

May consult with and train functional staff in the use of specific applications/systems. Assures proper and balanced interface between specific application/system and external primary systems. Establishes and maintains relations with other application/system users within geographic and application sectors. Serves on ad hoc teams or committees as necessary. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of the specific systems, networks, and virtualized environments, and/or functional areas, such as accounting, human resources, and payroll, to which the position is assigned, including industry-wide accepted methods, laws, practices and regulations. Considerable knowledge of technological systems and applications for the designated technology, area or function. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to work independently. Ability to communicate effectively, orally and in writing. Ability to make public presentations and conduct training sessions. Ability to coordinate the efforts of and lead staff at varying levels as needed to accomplish short-term objectives. Ability to conduct independent research and define results. Ability to establish and maintain relationships necessary for successful job performance. Ability to keep informed of developments in the designated technological applications and systems area. Skill in the operation and use of microcomputers and associated databases, applications, software programs and peripherals necessary for successful job performance.

<u>Minimum Training and Experience</u>
Possession of a bachelor's degree in business or public administration, management information systems, computer science, or a field directly related to the technological or functional area in which the vacancy exists and four years of professional or technical experience that includes evaluating, implementing and maintaining computer systems, networks and virtualized environments; or possession of a bachelor's degree in business or public administration, management information systems, computer science, or a field directly related to the technological or functional area in which the vacancy exists and four years of professional or administrative experience in the functional area in which the vacancy exists, as applicable. One year of the required experience must include analysis, operation and maintenance of a non-proprietary information management system or application.

Technology & Innovation: Applicant must successfully complete a fingerprint-based criminal background screening and obtain Criminal Justice Information Systems (CJIS) certification within 30 days of employment.

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                      07-13-09*
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