

CITY OF KIRKLAND
CLASSIFICATION DESCRIPTION

DEPARTMENT:	Information Technology	TITLE:	IT Manager – Enterprise Applications
BARGAINING UNIT:	MAC (Non-Represented)	FLSA STATUS:	Exempt
DATE:	August 2015	REPORTS TO:	Chief Information Officer

POSITION PURPOSE:

IT Managers ensure that the City of Kirkland’s IT systems are reliable, available, and that they meet business objectives. IT Managers are closely aligned with their user groups and understand the core business processes within and between other city departments. They support, manage, and encourage their staff. They work closely together. They also support regional initiatives when appropriate.

The Enterprise Applications Division Manager is responsible for the management of the citywide Enterprise applications and systems including database design and administration, applications acquisition, implementation, training and upgrade; standards compliance, business systems alignment with all citywide applications and systems including but not limited to the permitting, maintenance management, finance, document management and public safety systems and application-related systems analysis and programming. Oversees citywide systems and database infrastructure and data management, business intelligence and data analysis that provides quantitative and qualitative solutions to business problems. Provides training and direction, coordinates work flow and project assignments, serves as a working manager and as a technical expert and resource for all staff assigned to Enterprise Applications.

PRINCIPLE ACCOUNTABILITIES:

- 1) Oversees system development and performance, integration, programming and interfacing of systems. Ensures high availability, security and accuracy of systems and associated database management and data in accordance with generally-accepted best practices and internal policies.
- 2) Effective project management including:
 - a) Accurate scoping and definition for projects
 - b) Assurance that division projects meet or exceed business goals set for projects
 - c) Vendor management
 - d) Staff workload and resources management
 - e) Project reporting
 - f) Proactive project risk management
 - g) Coordination with other divisions

- 3) Assigns, schedules, and supervises the daily activities of staff:
 - a) Delegates appropriately to staff based on their job level, skills, and abilities.
 - b) Promotes, implements and fosters an environment that proactively supports change and innovation.
 - c) Reviews and analyzes division workload and the workloads of other stakeholders as a preliminary step before making decisions and assignments.
 - d) Infuses a learning culture to drive continual improvement.
 - e) Holds staff accountable, including giving them clear direction and defined objectives.
 - f) Proactively engages employees in conversations about their performance.
 - g) Delegates and empowers staff to meet project objectives and customer expectations and appropriately administer systems.
 - h) Coordinates with CIO and Human Resources on discipline and termination procedures
 - i) Develops training programs for each position in the division.
- 4) Manages department-wide projects and priorities as assigned by the CIO through working together with other division managers:
 - a) Reviews and develops projects and schedules that span divisions
 - b) Develops and maintains process, procedure, and policy as appropriate
 - c) Recommends strategic technology or business system changes to the CIO and to customer groups.
 - d) Participates in developing short and long-term goals for the Information Technology Department.
 - e) Manages and administers service level agreements with business clients.
 - f) Shares responsibility for major processes such as change management, release management, and request management.
 - g) Established and enforces technical standards such as database, server, desktop, development and others.
 - h) Ensures that customer service and communication with customers is a priority.
- 5) Recommends and manages assigned budget and any associated capital projects budgets. Monitors performance to budget and assures that city funds are managed carefully and transparently.
- 6) Manages and oversees the relationships between IT and business customers so that IT goals are aligned with business goals, and so that technology is applied in such a way that it enhances and supports business goals.
- 7) Accomplishes the selection, development, design, integration, and operation of enterprise applications and business software solutions across the organization.

ESSENTIAL RESPONSIBILITIES:

- 1) Develops and administers consultant and vendor contracts, manages key vendor relationships, and coordinates other internal and external support relationships as assigned.
- 2) Supports regional business goals through maintaining regional relationships on shared infrastructure, IT standards, shared procurements, etc. Creates, reviews, and enforces hardware,

software, and application architecture standards.

- 3) Documents work processes and procedures which are internal to the Division.
- 4) Manages division applications portfolio and work plan.
- 5) Develops and tests emergency management tools and processes.
- 6) Develops and tests disaster recovery plans in conjunction with the other IT divisions and customers.
- 7) Develops and analyzes strategies for mobility, cloud computing and applications support, and data analysis and presentation across systems.

Oversees applications work for outside customers that the City of Kirkland contracts.

PERIPHERAL RESPONSIBILITIES:

- 1) Serves as backup to other Division line staff and to the CIO to ensure the continuity of all services and support across systems and applications.
- 2) Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- 1) Comprehensive skills with database, application and system management and architecture, including traditional and web-based user interfaces, mobility, process and workflow management, reporting, and data analysis and excellent program management skills.
- 2) Leadership competencies include clear written and oral communications, ability to deal with ambiguity and shifting priorities, managerial courage, team building, conflict management, business acumen, and display of vision and purpose. Ability to motivate and encourage staff, build teamwork, and foster a sense of accomplishment.
- 3) Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other division staff, customers, and vendors.
- 4) Comprehensive knowledge of database administration, relational database theory and design methods and comprehensive knowledge of data manipulation, definition and control language concepts in support of extracting, transforming, analyzing and reporting of application data. Working knowledge of PC operating systems, server operating systems, electronic storage and backup, data and voice communication, and networking. Includes high-level working knowledge of the domains of other divisions.
- 5) Working knowledge of PCI, HIPPA, CJIS, and other compliance-based standards.
- 6) Excellent organization, time management, problem solving and planning skills.
- 7) Knowledge of the functions of City departments, standard City office operations and procedures, and interdepartmental working relationships.
- 8) Ability and willingness to maintain the absolute confidentiality of all sensitive files and materials accessed, discussed or observed while in the performance of duties.
- 9) Knowledge of IT project management tools and techniques.
- 10) Knowledge of budget and accounting skills for development and maintenance of division budget.
- 11) Comprehensive skills with enterprise applications including design, architecture, implementation and management using traditional and web-based applications, mobility, interfaces and workflow tools and of best practices for enterprise applications development and management.

12) Comprehensive skills in business intelligence, programming, analytics and reporting, business analysis, enterprise systems integration and implementation, business process and workflow management and excellent project management skills.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Computer Science, Information Technology, Business, Public Administration, or related degree and at least 5 years of progressively responsible work in enterprise applications, including 2 years of supervisory experience, or any combination thereof sufficient to demonstrate competence for this position.

Preferred qualifications include certification in ITIL, certification as an IT Project Manager, strong project management experience with demonstrable success, vendor management experience, and familiarity with the applications toolset in use at the city.

Preferred skills include experience in programming and modifying systems, enterprise application implementation and administration, business analysis and process improvement, application development, business intelligence analytics and reporting and IT portfolio management experience.

DEPARTMENT
HEAD:



DATE: August
2015
