



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Manager, Applications & Development	BAND/LEVEL:	MGT IV
DEPARTMENT:	Information Technology	JOB NO:	1285
DIVISION:	Information Technology	DATE:	12/1/2017
REPORTS TO:	Chief Information Officer	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	123
REPLACES:	N/A	LAST REVISED DATE:	02/12/2015

JOB SUMMARY STATEMENT: Responsible for managing assigned programming staff, as well as other operational, technical, and management projects as assigned by the Chief Information Officer. Supervises and monitors day-to-day activity of IT staff performing activities in computer hardware and software support; support of application databases; systems programming; database administration; systems analysis and design; programming; testing; documentation, systems and program problem solving and technical support for web sites. Researches and reviews background information in determining appropriate actions for projects. Develops and implements plans, and identifies resources needed to complete projects. Responds to needs of staff in areas of training, technical help, and other professional needs. Evaluates the short and long-range information technology needs of the City. Keeps abreast of new technologies.

DUTIES AND RESPONSIBILITIES:

1. Assists the Chief Information Officer in planning, scheduling, prioritizing and controlling work of IT. Schedules and assigns projects to IT staff. Monitors and reports progress of projects. Assists IT staff with work assignments when required to expedite progress. Prepares time estimates of proposed projects. Develops and implements work plans for operational, technical, and management projects and provides project management and oversight. Defines project scope and objectives. Develops short and long range technical and operational strategic plans.
2. Negotiates, develops and administers contracts and agreements for services and materials. Prepares bid documents, bid specifications, and other agreements for legal department review. May present proposed contract to City Council or committee for approval. Provides overall project administration.
3. Supervises and/or participates in the development and selection of new applications and systems, and enhancements to existing computer applications based on system requirements. Includes systems analysis, designing, coding, writing, testing, debugging and documenting application programs. Develops schedules, project estimates, resource plans, and status reports. Conducts project tracking and analysis.
4. Manages/supervises the selection and installation of computer packages and application systems; and all functions associated with computer operations.
5. Administers and manages telecommunications and security access systems and services. Coordinates and plans strategy and works with vendors as required. Coordinates training, troubleshooting, hardware and software implementations, and maintenance agreements for telecommunications and security access systems.
6. Works with end-users to determine feasibility of suggested new computer applications and enhancements to existing applications, to develop or acquire new applications and to improve existing applications. Discusses the feasibility of new and improved applications with end-users and IT staff.

7. Provides support to the Chief Information Officer and coordinates, as directed, the development, preparation, and submittal of the IT Project Portfolio, operating budget, equipment replacement schedule, and capital improvement program.
8. Manages the technical support for the City's Internet and Intranet applications.
9. Assists other IT staff with technical support as needed. Refers to manuals for answers to solve problems. Discusses information gained from trade periodicals with other IT staff.
10. Performs support functions to end-users regarding IT hardware and software such as assisting with installations, troubleshooting problems, making recommendations, developing backup procedures, assisting with acquisitions, etc.
11. Assists with evaluation and projection of City's long-range information technology needs. Analyzes information technology hardware, software, operational personnel needs and makes recommendations to the Chief Information Officer.
12. Analyzes current administrative and office procedures and recommends revisions, deletions and/or additions.
13. Assists with establishing and maintaining information technology standards and procedures, and the IT Disaster Recovery Plan. Makes recommendations for improving staff and operational efficiency.
14. Keeps abreast of current developments in information technology by reading trade publications and attending seminars, classes and training sessions.
15. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
16. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in information technology, computer science, business, or a related field of study; or an equivalent combination of formal education and work experience.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age.**

EXPERIENCE:

- A minimum of six years of increasingly responsible information technology experience in the areas of systems analysis and design; systems and application programming; installation and maintenance of computer-packaged software; and computer operations.
- Supervisory experience preferred.

SKILLS:

- Excellent oral and written communications skills.
- Good listening skills.
- PC hardware and software skills.
- Analytical skills.
- Organizational skills.
- Management skills.
- Tact and diplomacy.

MENTAL REQUIREMENTS:

- Ability to analyze complex problems and recommend possible solutions.
- Decision making ability.
- Diplomacy and judgment.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Ability to train and guide others.
- Ability to adapt to a changing environment.
- Understanding of computer hardware and software.

PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Hand and eye coordination adequate for computer input.
- Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.
- Ability to sit and be attentive for extended periods of time.
- Ability to visit all City sites where IT equipment is installed.
- Ability to speak to individuals and carry on conversations.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Direct
 - Professional-level staff (programmer analysts).

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.