PERSONNEL COMMITTEE

13-0306R

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE NEW CIVIL SERVICE CLASSIFICATION OF APPLICATIONS ADMINISTRATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed specifications for the new civil service classification of applications administrator, which were approved by the civil service board on January 16, 2013, and which are filed with the city clerk as Public Document No._____, are approved; that said classification shall be subject to the city's collective bargaining agreement with its basic unit employees; and that pay range for said classification shall be Range 137, $4,595 to $5,455 per month. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved:

Department Director

Approved for presentation to council:

Chief Administrative Officer

Approved as to form:

Attorney

Approved:

Auditor

HR MS:ao 5/31/2013

STATEMENT OF PURPOSE: The creation of this job description is part of a strategic alignment of operational activities surrounding the management and maintenance of city applications by the management information systems division. As the need for the city to maintain, update, and procure computer applications citywide increases, it is important to have an individual specialized in this area. The applications administrator will be responsible for working with decision makers, applications owners, and end users to assure computer

applications are meeting the needs of the organization. Having an individual that is an expert in this area of MIS will assure that the city is able to procure or design, maintain, and deploy applications that will withstand the test of time. The pay range negotiated for the classification is Range 137, $4,595 to $5,455 per month.

APPLICATIONS ADMINISTRATOR

SUMMARY/PURPOSE:

To deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. This includes providing application and software services for all internal customers, such as operations, development, and other business units. The Applications Administrator is also responsible for assisting in the design, delivery, integration, and improvement of in-house software applications, training programs and related courseware.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned):

1. Meet with decision makers, application owners, and end users to define business, financial, and operations requirements and application goals, and identify and resolve application issues.
2. Orchestrate integration projects and corresponding strategies between business units and development teams.
3. Lead design sessions in prototyping new applications for the purpose of enhancing business processes, operations, and information process flow.
4. Identify and establish scope and parameters of application analysis in order to define outcome criteria and measure-taking actions.
5. Create and deploy feedback mechanisms for end users, analyze results, make recommendations for support process improvement and implement changes.
6. Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems
7. Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications.
8. Conduct research on software application products and services in support of development and purchasing efforts.
9. Provide support for the testing of new and existing software applications under development or consideration for purchase.
10. Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems across the organization.
11. Create system design proposals.
12. Assist application owners in performing cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
13. Ensure compatibility and interoperability of in-house computing systems.
14. Create systems models, specifications, diagrams, and charts to provide direction to application programmers.
15. Coordinate and perform in-depth tests, including end-user reviews, for modified and new applications, and other post-implementation support.
16. Provide orientation and training to end users for all modified and new applications.
17. Prioritize, schedule, and work with appropriate teams to administer all instances where enhancements and defect resolution are required.
18. Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
19. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.

20. Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
21. Identify and learn appropriate software applications used and supported by the organization.
22. Coordinate with department heads to assess departmental application training needs and objectives.
23. Participate in the design, development, and delivery of software applications training programs and individual classes.
24. Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution.
25. Coordinate preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, etc. with appropriate teams.

JOB REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Education and Experience Requirements:

   A. Graduation from an accredited technical school or college/university with a degree in a computer information systems related program, plus two years of verifiable experience in application development, system design, integration and implementation; or
   B. Four years of full-time, verifiable experience in application development, system design, integration and implementation; or
   C. A combination of verifiable education and experience equaling four years which demonstrates possession of the knowledge, skills, and abilities listed below.
   D. Project management certification preferred.
   E. Experience with GIS preferred.

2. Knowledge Requirements:

   A. In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Financial, HR/Payroll, Utility Billing, Permitting, Licensing, Enterprise Asset Management, and Land Management systems.
   B. Working knowledge with troubleshooting principles, methodologies, and issue resolution techniques.
   C. Working knowledge in overseeing the design, development, and implementation of software application solutions.
   D. Broad knowledge of programming languages and techniques, including Visual Basic .Net, ASP .Net, Java.
   E. Knowledge of trends in technology relating to software applications.
   F. Knowledge and understanding of the organization's goals and objectives.

3. Skill Requirements:

   A. Demonstrated project management skills.

B. Skill in research, preparing evaluations and recommendations for application systems and products.
C. Skill in the use of change management processes
D. Skill at working in a team-oriented, collaborative environment.
E. Skill in business process and reengineering, demonstrating an understanding of the relationship between processes and policies.
F. Analytical and problem solving skills.
G. Skill in documenting and maintaining configuration and process information.
H. Skill in reading, writing and interpreting technical documentation and procedure manuals.
I. Skill in efficient time management.
J. Excellent written, oral, interpersonal, and presentational skills.
K. Excellent listening and interpersonal skills.

4. Abilities Requirements:

A. Ability to develop and interpret technical documentation for training and end user procedures.
B. Ability to absorb new ideas and concepts quickly.
C. Good analytical and problem-solving abilities.
D. Ability to effectively prioritize and execute tasks in a high-pressure environment.
E. Ability to conduct research into applications development and delivery concepts.
F. Ability to present ideas in business-friendly and user-friendly language.
G. Very strong customer service orientation and ability.
H. Ability to establish and maintain effective working relationships with all levels of City staff, outside agencies and the general public.
I. Ability to communicate clearly and concisely, both orally and in writing.

5. Physical Abilities Requirements:

A. Occasional travel between training locations required.
B. Ability to be available for standby and/or callback.
C. Ability to work flexible schedules as assigned.
D. Ability to sit or stand for extended periods of time.
E. Ability to hear and speak sufficiently to exchange information in person and by telephone.
F. Ability to lift and carry moderately heavy objects weighing up to 30 pounds maximum frequently such as computers and peripherals.
G. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
H. Ability to attend work on a regular basis.

Anlst: TS	Class:	Union: Basic	Pay:	CSB:
CC:	Res:	EEOC:	EEOF:	WC: