To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

IT APPLICATIONS MANAGER

Department: **Information Technology**
Pay Grade: **115**
FLSA Status: **Exempt**
Job Class: **2294**
Risk Code: **8810**

JOB SUMMARY

Responsible for leading a team responsible for the development, deployment, and support of all major business applications as well as the integration of data between those applications and for establishing, maintaining, and administering comprehensive security measures and accuracy/integrity of County data.

ESSENTIAL JOB FUNCTIONS

- Leads and manages a team of business system analysts and application developers and manages day-to-day delivery activities in support of prioritized projects.
- Establishes and implements individual and team priorities, performance goals, and objectives to ensure completion of responsibility for his/her assigned area(s) of responsibility.
- Provides training and development opportunities for team members to aid in the development of talent.
- Supervises personnel, conducts performance evaluations, and recommends promotions and discipline, as well as hiring decisions.
- Reviews functional specifications, business requirements, and test plans to ensure accurate system enhancements, optimize customer satisfaction and to ensure the integrity of the platforms for his/her assigned area(s) of responsibility.
- Partners with stakeholders to ensure that systems are designed, developed, and implemented from a business point of view.
- Collaborates with other managers and resources on the development and execution of project, test, and implementation plans including ensuring appropriate project resource allocations.
- Manages projects according to the priorities defined by the business and IT strategies, ensuring initiatives are delivered on time, in scope, and within budget. Monitors project progress by tracking activity, resolving problems, publishing progress reports, and recommending actions.

- Ensures all new systems and major modifications meet County standards, goals, security, and auditing requirements.
- Serves as a point of escalation and/or resource to investigate and resolve system outages, application issues, and project concerns.
- Communicates in a timely and appropriate manner to management and other stakeholders regarding scope, status, risks, and issues. Develops mitigation plans if necessary.
- Assists with the maintenance and troubleshooting of County databases.
- Evaluates and designs existing or proposed systems to meet the operational requirements of County departments. Maintains data integrity during migrations and upgrades to ensure performance, security, scalability, integrity, and stability.
- Follows a wide range of policies and rules pertaining to Information Technologies management, security, maintenance, and utilization. Sets and monitors standards.
- Submits recommendations for solutions that require definition of the physical structure and functional capabilities. Proposes detailed specifications and flowcharts and coordinates database installation of revised or new systems.
- Provides internal and external user support. Resolves all problems as assigned and makes recommendations and reports any unresolved problems for resolution.
- Maintains knowledge on current and emerging developments/trends for assigned area(s) of responsibility, assess the impact, and collaborates with management to incorporate new trends and developments in current and future solutions. Retains relevant job knowledge and expertise by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
  Performs other related job duties as assigned.

SUPERVISION

This position is direct supervision over a relatively small number of employees and indirect supervision of a small size staff who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations

QUALIFICATIONS

Education and Experience:
Bachelor's Degree in Information Technology, Computer Science, or related field; and five (5) years' progressively responsible experience in systems administration and analysis in a diverse enterprise computing environment; or an equivalent combination of education and experience.

Licenses or Certifications:
Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized analysis or complex technical systems.
- Knowledge of current principles, practices, and techniques of application programming/development and database and related information systems management.
- Knowledge of local and wide area networking fundamentals.
- Knowledge of and expertise in current systems and methodologies regarding relational database architecture, structure, and design.
- Knowledge of and expertise in information systems security, e.g., database backup, archive, and emergency recovery; assigning security rights and privileges; firewall protection.
- Knowledge of programming in current commonly used languages, e.g., Delphi, C# or SQL applications.
- Knowledge of and expertise in schema design and data optimization principles, methods, and techniques.
- Ability to work with limited supervision.

- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to communicate effectively and tactfully with department officials and other administrative personnel.
- Ability to organize material, analyze information, and develop recommendations.
- Ability to plan and prioritize work and meet multiple deadlines.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

_____   _____
Employee Signature   Date

_____   _____
Supervisor (or HR) Signature   Date