

APPLICATIONS AND BUSINESS MANAGER

SUMMARY: Under the general direction, leads the Applications Development and Support Division, supervises assigned staff, facilitates resolutions to problems and issues, allocates appropriate resources to ensure quality software and system development and support services; ensures the efficient and effective design, development, support, and administration of enterprise, public safety, Departmental or business specific, and Internet and Intranet software systems and solutions; and perform related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: (Which are **not** in any hierarchical order)

1. Conducts comprehensive business analysis and validation of end to end work flow procedures for all business functions and recommends potential use of new software technology to facilitate same.
2. Performs project management for all IT related initiatives and assists in the creation and maintenance of Departmental operational and Strategic plans for all City Departments.
3. Prepares and administers capital and operating budgets applicable to all IT initiatives and assists in development of same for other City Departments as it relates to IT.
4. Develops and maintains comprehensive application and or software inventory including; documentation, diagrams and work flows.
5. Develop internal change control program with corresponding procedures for all IT related changes.
6. Serves as primary IT Project Manager for any software and or system development and application implementation projects by providing comprehensive project plans, input for scope development, task identification, resource assignments, and monitoring and reporting on overall project progress and status using the City's established project management methodology and standards.
7. Chairs the Technology Steering Committee and serves on the CIP planning team as assigned.
8. Ensures that all new IT related initiatives align with organizational goals and objectives.
9. Provides comprehensive analysis including cost benefit analysis and total cost of ownership for all IT related initiatives; develops and presents recommendations to administration and or Departmental representatives, vendors, consultants; recommendation to proceed.
10. Monitors all incoming requests for new IT initiatives to ensure that the business needs are addressed in any proposals, that the request is processed through the Technology Steering Committee, adheres to the approved procurement procedures, aligns with current SOP's and all IT hardware and software standards, regulatory requirements, and that all capital and operating costs are exposed prior to providing recommendation to proceed.
11. Ensures that there are no duplicate software and or systems in place or being requested and if discovered; provides recommendation for collaborative approach to minimize duplication of effort and create economy of scale as applicable.
12. Ensures that any new software and or system request can integrate with existing solutions with minimal programming and or minimizes the need for 3rd party middleware; when practical.
13. Performs software and or application support or development activities as needed.

KNOWLEDGE, SKILLS AND ABILITIES:

- Experience and knowledge of creating and implementing a new IT project management methodology using industry best practices.
- Experience and knowledge of workflow documentation and analysis and translating into IT business requirements and or needs analysis.
- Experience with developing and managing effective and efficient system integration; custom programming and or 3rd party products.
- Experience and knowledge of capital improvement projects and funding\revenue streams within local municipality or similar organization.

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- Advanced knowledge and experience with working on applications and systems that provide IT services to diverse business units comparable to the structure of local municipality; Finance, Utility Billing, Public Safety, SCADA, Economic Development,
- Experience with developing progressive application development and business analysis teams capable of adjusting to emerging trends in organizational business needs and diverse compute needs.
- Experience with vendor driven projects and alignment of City resources to accommodate. Ability to manage scope and resources to ensure project success; on time delivery and within budget.
- Proven experience with creation, evaluation, and selection processes associated with RFQ's and RFP's, bids, SOW's, and contract management and negotiation.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is occasional need to sit, talk, or hear, stand, walk, reach with hands and arms and lift light items (up to 25 pounds). There is frequent need to talk or hear, use hands to finger, handle or feel. There is occasional need to perform work outdoors with exposure to weather conditions when performing on-site inspections of projects and perform other similar actions during the course of the workday. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

MINIMUM QUALIFICATION: Bachelor of Science degree from an accredited college or university with a major in an Information Technology discipline or related field and eight (8) years of progressively responsible experience with application development and or integration, or any equivalent combination of experience. Five (5) years of IT Project Management experience, required. Requires at least one current IT governance certification; ITIL, COBIT, or related. Requires current Project Management certification; PMP, or ability to obtain within six months of hire.

A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment