

<b>Job Class Code: 1710</b>	<b>FLSA Status: Exempt</b>
<b>Pay Basis: Salary (Annual)</b>	<b>EEO Category: 2</b>

### GENERAL DESCRIPTION

The purpose of the class is to provide advanced functional level support in managing a department's business application processes and system operations. The class is responsible for leading the evaluation of the efficiency and effectiveness of department application processes, recommending enhancements, and developing/coordinating solutions. The class works with Information Technology (IT) personnel in the design, development, customization, and maintenance of technology solutions and oversees the preparation of departmental information technology plans; researches the capability of new systems or potential upgrades as they relate to business processes. This class may serve as the functional coordinator for one or more complex projects. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

### TYPICAL TASKS

- Provides advanced system and process support for software applications; responds to functional related inquiries regarding system functionality and operations.
- May supervise others including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Manages department utilization of specialized department business applications systems.
- Analyzes business operations and identifies business needs and process improvements.
- Evaluates existing or proposed specialized department applications independently or as a member of a team.
- Maintains existing software solutions; performs ongoing functional level system maintenance/administration to ensure applications stay aligned with business processes.
- Troubleshoots system issues and works with vendor(s) and IT personnel to determine appropriate corrective actions.
- Tests changes made to existing systems based on vendor and department specifications; coordinates user acceptance testing with the Department of Information Technology and departmental users.
- Designs or assists in design of user/systems interfaces to provide integration between various department systems.
- Coordinates complex projects and prepares reports, plans, and timetables for departmental information technology needs; leads project implementation efforts.
- Works with customers and other technology personnel to develop requirements and documentation for new solutions and revisions to existing solutions; assists IT staff with developing and preparing system design documentation.
- Develops conceptual approaches to satisfy departmental user requirements.
- Researches and assesses system functionality; develops and provides briefings for staff on new services and system components; conducts user training; and develops training materials, guidelines/procedures, and policies.
- Manages or oversees system security levels and user accounts.
- Performs administrative functions such as maintaining records, assisting with budgets and monitoring expenditures, compiling and preparing reports or studies, and other related tasks.
- Performs other related duties as assigned.

<b>GENERAL STANDARDS</b>	
<b>Data Involvement</b>	Coordinates or determines time, place or sequence of operations of activities based on analysis of data or information and may implement and report on operations and activities.
<b>Interpersonal/People Involvement</b>	Gives information, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants.
<b>Reasoning Requirements</b>	Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.
<b>Mathematical Requirements</b>	Uses basic algebra involving variables and formulas and computes discounts, interest rates, ratios, and percent's.
<b>Language Requirements</b>	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
<b>Mental Requirements</b>	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies extensive understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.
<b>Decisions/Supervisory Control</b>	Guides others, making frequent decisions, affecting the individual, clients, coworkers, and others that depend on the service or product.

<b>KNOWLEDGE, SKILLS, AND ABILITIES</b>	
<b>Knowledge</b>	Must have knowledge of the capabilities of various software, hardware and network communication technology, as well as a thorough knowledge and understanding of effective processes, methods, and techniques to analyze and evaluate business operations.
<b>Skills</b>	Must be skilled in training application users and developing and maintaining training materials, utilizing application reporting capabilities, and analyzing application issues and efficiency.
<b>Abilities</b>	Must have the ability to manage department-wide automated business applications programs, analyze and evaluate administrative processes and procedures for automation purposes, translate technical terminology into terms understandable to employees, and establish and maintain effective business relationships.

<b>EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS</b>	
<b>Vocational/Educational Requirement</b>	Requires any combination of education and experience equivalent to a bachelor's degree in computer science, information systems, business management, or a closely related field. Lead or supervisory experience is preferred.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of four years of related, full-time equivalent experience.
<b>Special Certifications and Licenses</b>	May require a valid driver's license and a driving record that is in compliance with City Driving Standards.
<b>Special Requirements</b>	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

**ADA REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*

Revised 7/16/2020