

KITSAP COUNTY CLASSIFICATION DESCRIPTION

TITLE: APPLICATION SERVICES MANAGER

DEPARTMENT: Information Services

REPORTS TO: Information Technology Manager

SUPERVISES: Systems Analyst, Programmer Analyst, Programmer, and Contract Programmers

GENERAL STATEMENT:

The employee in this position plans, organizes, and manages all systems analysis and programming activities for the development, maintenance, and purchase of computer application software for Kitsap County. The incumbent develops and implements an application plan for the County. Included in the application plan are enterprise, multi-jurisdictional, and public interface systems that affect the County as a whole such as the Financial Management System, the Law and Justice systems, Land Information System, and the web systems. Additional plan components include the analysis, procurement, design, development, and implementation of the 40+ department specific applications, web static and interactive services. The Application Services Manager works with the Information Services Department divisions to develop an integrated plan that complies with County technology standards, embraces new concepts and technologies where appropriate, and seeks to maximize support to users.

Work is performed under general supervision with considerable independence and latitude for exercising judgment in the selection of courses of action within established departmental policies, procedures and objectives. Work performance is evaluated for timeliness, thoroughness and achievement of goals, economics of utilization and compliance with department policy and work standards.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Manage assigned operations to achieve goals within budgeted funds and available personnel; plans and organize workloads and staff assignments, review progress, direct changes in priorities and schedules as needed to assure work is performed in a timely and efficient manner according to appropriate guidelines, procedures, and legal regulations.

Supervise assigned staff, including setting work priorities, planning, organizing, assigning, advising, assisting, motivating and training as necessary. Evaluate the work of assigned staff and participate in the selection of new employees, including making recommendations regarding hiring, discipline, transfer and termination.

Work directly with user department personnel to conduct needs analysis and to analyze users' requests for service changes or additions in terms of system capabilities and user needs; review and prioritize requests; develop proposals to meet the requests.

Develop short and long-range plans, goals, and objectives by incorporating the departments and County mission with the vision of technology needs, growth and direction; review and update annual and five-year plans; coordinate assigned activities with other County departments and outside governmental agencies.

Research and recommend purchases of software packages to meet County needs and/or improve efficiency of current systems, writing requests for proposals, recommending and justifying hardware acquisitions to fit application requirements.

Prepare and justify budget for assigned operations based on staffing and resource requirements, cost estimates, division objectives and departmental goals. Monitor and document expenditures for area of assignment. Assist in preparing the division's annual budgets.

Provide technical advice and assessments to Information Services, other departments, and external agencies on complex or atypical problems involving applications, network environments, communications, security risks, and hardware. Troubleshoot user application problems and either perform the corrective steps necessary or direct others in the correction of the problems, including interpersonal communication challenges.

Review and provide signature authority for the purchase of County software and hardware. Function as Contract Administrator for RFP's and assist in the development of contracts written in the division. Monitor and review services provided by contractors; audit contractor invoices for accuracy and approve payment.

Supervise the preparation and maintenance of the Computer Software Applications Standards Manual to reflect the process and content of programs, development and subsequent revisions of systems, maintenance of program and procedures libraries and thorough users' documentation.

Establish and implement policies, procedures, and standards for the efficient and effective operation and maintenance of assigned functions.

Develop or supervise the development of systems and records that provide for the proper evaluation, control and documentation of assigned operations.

Provide Information Services and County representation regarding applications related issues on various committees and before special interest groups and other community groups.

Resolve or supervise the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services. Respond to sensitive, technical, or complex inquiries or service complaints. Keep current on developments and trends in the field of information technology and resources.

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

May be required to work over 40 hours in a workweek.

Other Job Functions:

Provide support and authority in the capacity of department director in their absence.

Perform other related duties as assigned.

WORKING CONDITIONS/PHYSICAL ACTIVITIES:

Work is performed primarily in an office environment. On occasion, may be required to work nights or on weekends and to travel to various locations within and outside the courthouse. Must be willing to work with frustrated users and be able to calm individuals and instill confidence that a solution is near. Adequate vision is required to read and review documents, computer configurations and requests for service. The ability to operate a computer, sit for extended periods of time, and communicate effectively, is required.

KNOWLEDGE SKILLS & ABILITIES:

Thorough knowledge of: Principles, practices, procedures, and methodologies of information technology systems and application design, analysis and programming.

Knowledge of: Management and supervisory principles and practices including program planning, budgeting, direction, coordination, and evaluation. Developments and trends in the field of information technology and resources available for further information and consultation. County or local government functions. Application architecture ranging from client/server to thin client.

Skilled In: Interpersonal relationships using tact, patience and courtesy. Oral and written communications. Establishing and maintaining cooperative and effective working relationships with others. Planning and organizing work.

Ability to: Manage and integrate applications in a multi-platform environment. Apply judgment and discretion in resolving problems and interpreting policies and regulations. Prioritize projects and negotiate with departments in an environment of limited resources. Establish and maintain accurate records of assigned activities and operations.

QUALIFICATIONS:

Bachelor's degree in Computer Science or Business Administration or closely related field, and four years of progressively responsible experience in systems analysis, or programming with systems analysis, including one year of supervisory and/or management experience or two years of lead responsibilities, is required; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

LICENSES, CERTIFICATES & OTHER REQUIREMENTS:

Must be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business, including possessing and maintaining a valid Washington State Driver's License and the appropriate amount of automobile insurance.

A criminal background check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.