MAJOR FUNCTION

This is responsible administrative, professional, supervisory and technical work in analysis, design, selection, acquisition, planning, and implementation of utility-centric computer business processes. The incumbent supervises professional and technical staff in supplying software/applications solutions that provide a strategic advantage in managing utility business processes. Work involves collaborating with customers to determine software/application technology development requirements to meet unique utility information management system requirements. The incumbent coordinates and directs appropriate technological solutions, and maintains the technical systems throughout system lifecycle. Work is performed under general supervision and is reviewed by observations, conferences, and written reports for achievement of the desired results.

ESSENTIAL DUTIES AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Sets priorities for and plans and directly manages the development, acquisition and implementation of complex software/applications to enhance the efficiency and effectiveness of utility-centric business processes. Manages technical and professional applications development staff to develop and implement technology solutions, including timelines, in order to implement the strategic direction of the department and to provide automated business processes to leveraged technology enhancement and development. Researches, evaluates, recommends and implements technological process improvement initiatives to provide solutions to issues that impact the City's entire utility operations. Maintains the technical systems throughout their lifecycles. Serves as a technical resource for collaborating, evaluating, recommending, and implementing technical solutions to resolve utility-wide challenges. Directs the development and preparation of technical documentations. Designs new procedures and processes and enhances existing procedures and processes for retrieval and access of data for the entire department or specific business units, as appropriate. Serves as technical lead to the department's Business Process Solutions Managers on difficult or unusual matters. Prepares, maintains and presents project status and budget reports to management. Serves as liaison between functional users, utility management and ISS technical staff. Manages personnel actions and issues including recommendations for hiring, advancement, dismissal, disciplinary action, training and staff development and the grievance process, in compliance with city policies and procedures. Conducts performance evaluations and recommends the approval or disapproval of merit raises, as appropriate. Performs related work as required.

Other Important Duties

Provides evaluation of applicable hardware and related software designed to support business practices in the utility environment Remains current on available technology in specific and related industries and recommends implementation in City Utilities where appropriate. Prepares charts, tables and diagrams to assist in analyzing management or operational problems. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques, as applicable to assigned responsibilities in a utility environment. Considerable knowledge of project management techniques. Considerable knowledge of design of distributed systems, both hardware and software, including large-scale computer systems, client-server methodology, open systems, and relational database management systems facilities and functions. Knowledge of the core business operations of the City Utilities. Technical and/or functional knowledge of a variety of technical software/applications, including but not limited to, enterprise level applications for handling financial or

customer information, relational databases such as MySql or SqlServer, asset management applications, work management systems, application servers, and/or utility modeling applications. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to plan, schedule and coordinate the activities of area of responsibility. Ability to lead other technical personnel in developing technological solutions. Ability to evaluate job performance of assigned staff. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing.

Minimum Training and Experience
Possession of a bachelor's degree in computer science, management information systems, engineering, business or public administration, or a related field and five years of technical or professional experience that includes computer systems analysis or business process analysis, two years of which must have been in a utility environment, or an equivalent combination of training and experience. A master's degree in computer science may be substituted for one year of the required general experience. Two years of aforementioned experience must have been in a supervisory capacity.

Necessary Special Requirements
Must possess a valid Class E State driver's license at the time of appointment.

May be required to obtain NERC clearance for unrestricted access to Critical Cyber Assets.

Established: 12-07-14