The Maryland-National Capital Park and Planning Commission

TITLE: Corporate IT Applications Manager   GRADE: 34   DATE: March 15, 2022
SERIES: Information Technology   CODE: 3254   EEO: Officials/Admin   FLSA: Exempt

<u>Class Definition</u>:

Under general direction, as a member of the Office of the Chief Information Officer (OCIO), manages an Agency-wide applications work program that organizes, implements, maintains, and supports multi-user software applications and the respective supporting databases, managers, and staff across the Commission. Develops and implements related technical standards and methodologies. Supervises full-time unit staff and oversees the work of consultants and contractors engaged in software applications. Works adeptly as a unit manager across the phases of planning, design and implementation. Works together with Commission departments and the Corporate Enterprise IT team to implement, maintain, and support Agency-wide Enterprise applications to provide users maximized productivity opportunities through the best use of the Commission's IT applications. Ensures the integrity and successful implementation of new software and upgrades as well as additional features. Ensures all applications, processes, interfaces and third-party application software partner products are accessible to authorized Commission users by monitoring, performing system checks and utilizing diagnostic tools and equipment to perform preventative, proactive, and on-going maintenance of applications. Works directly with application representatives and partners to manage and schedule application installations, upgrades and patches. Manges and provides application support for all issues and incidents. Serves as a member of the Chief Technology Officer (CTO) Committee. The work program has significant Commission-wide impact, ensures adequacy and effectiveness of services provided, and identifies, diagnoses and resolves technical problems. Some work is highly confidential or highly sensitive. Applies expert and extensive knowledge of the concepts, principles, and practices of application development and support, vendor interaction and management, and applications, databases, or data warehouses. Provides technical expertise in applications implementation and maintenance, database design, application scripting, modeling, and data processing; designs, implements, and documents backups; and oversees applications, programming, modification, and integration and adaptation of multiple applications. Knowledge of strategic planning and program or project management to ensure unit products and services are effective. Performs various types of data, operational, and supervisory analyses to ensure adequacy, accuracy, and effectiveness in assigned function. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, obtain agreement or compliance, present and defend, convince or persuade, and achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties as assigned.

Work is assigned in terms of functional goals, priorities, and resources. The incumbent plans and manages all unit work within this framework and is accountable for the provision of an effective organization or implementation of products and services, including soundness of advice and achievement of unit goals. The incumbent is expected to keep the supervisor informed and to seek assistance only for highly complex or very sensitive matters. Work is expected to be highly effective and is evaluated in terms of achievements, teamwork, customer service, and other factors such as skill and ingenuity in overcoming technical and non-technical problems including teamwork and intra-agency and interagency coordination problems.

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Examples of Important Duties (Estimated Percentages):

1. Unit Management/Staff Supervision (±50%)

    - Manages a Corporate Applications work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns, and reviews the work of the unit. Provides input and recommends and administers approved unit budget (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; and reviews and evaluates the work products, methods and procedures to ensure technical work conforms with the standards and accepted techniques and work methods. Identifies, diagnoses, and resolves technical problems independently and with team members. Provides guidance and training and development opportunities to staff.

    - Performs the full range of supervisory human resource (HR) management functions for assigned unit. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations; and evaluates performance.

2. Corporate IT Program Management (±40%)

    - Collaborates with Commission departments and the Corporate Enterprise IT team to implement, maintain and support enterprise applications to enable users maximized productivity opportunities through the best use of the Commission's IT applications.

    - Ensures the integrity and successful implementation of new software and upgrades as well as additional features. Confirms all applications, processes, interfaces and third-party application software partner products are accessible to authorized Commission users by monitoring, performing system checks, and utilizing diagnostic tools and equipment to perform preventative, proactive, and on-going maintenance of applications.

    - Manages vendor software support activities, maintenance agreements and maintenance costs, and serves as a key organizational contact for vendors. Provides technical support and resolves problems related to business application software systems.

    - Analyzes, troubleshoots, and coordinates the most effective utilization of resources to achieve a prompt, efficient resolution of issues and errors related to applications.

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- Oversees incidents and work orders, including tracking, troubleshooting, documenting, and installing repairs, computer performance, upgrades, enhancement requests and escalations of efforts. Schedules and coordinates with users, data owners and various software suppliers and third-party application software partners to keep applications available and functioning at peak performance for the users of the system.

- Gathers pertinent information, including but not limited to screen captures and system logs and files, and uses this collection of information and evidence in opening incidents or work orders while documenting any issues and error reports by the users, detected by the system, or otherwise communicated.

- Performs application management and administration using technology structure, various programming, scripting, and query languages, hypertext markup language (HTML), Java, structured query language (SQL), and familiarity with Java Database Connectivity (JDBC), Oracle, Derby, databases, Apache, WebSphere, Tivoli Directory Server (LDAP), ION, Grid, Export Administration Regulations (EAR) and Web Application Resource (WAR) files, and the network structure supporting the outward facing demilitarized zone (DMZ) located applications, such as Supplier Portal.

- Collaborates with hardware, operating systems, and database administrator technical teams to ensure proper integration of the environment. Works with various IT staff to perform application management duties.

- Manages the technological and administrative aspects of modifications that require the utilization of the Change Management process and program. Updates existing software which includes production software change management, release management, and quality assurance.

- Leads and coordinates the effort to create, modify, maintain, repair, test, support and enhance automation process flows. Performs process server administration, including system set-up and configuration as well as process automation user application support and maintenance.

- Assists in the configuration and maintenance of security roles as they relate to application management, including assignment and maintenance of security roles, intelligent process automation (IPA) tasks, user provisioning, and set-up. Utilizes the application tools necessary to maintain user and identify synchronization between system foundation and system technologies.

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- Supports, oversees, monitors, and maintains application system matrix repository information (e.g., requisition approval) and implements approved and authorized changes to system held tables via application interfaces such as Rich Client. Schedules, maintains, or manually triggers process workflows upon request (e.g., annual payroll and benefits processing, weekly purchase card processing).

- Works with third-party application software partners on all aspects of application and system products they provide, including troubleshooting user issues or errors, installation, modification, maintenance, upgrades, and enhancements to satisfy both system design requirements and the user community needs.

- Completes performance tuning, sizing, scaling, and maintenance pertaining to applications management, including all aspects of the systems which have a bearing on the performance of the applications.

- Supports functional users in the resolution of issues in processing, reporting, batch jobs, (i.e., batch and print jobs with invalid parameters, jobs that go into 'needs recovery', and job definitions which need modification). Supports users with the configurations and personalization they apply to the application interfaces used to perform daily work programs, and the retention of these configurations and personalization as software is upgraded and patched.

- Monitors, updates and maintains current and existing legacy network application software systems and interfaces both on-premises and hosted environments to ensure they function properly and are available to users of various systems with which they interface.

3. Other (±10%)

- Reviews software manuals, journals, catalogues, and other technical literature. Attends workshops, seminars, trade shows, and training classes to learn how to use various programming languages and tools used by the agency. Keeps informed of the latest developments in information technology, applications and programming technology. Applies industry standards and best practices to application management. Creates valid and comprehensive test scenarios and data. Manages the function and system testing and assists in parallel, integrated and usability system testing.

- Writes, edits and maintains comprehensive documentation related to information technology application administration and management; such as interfaces, policies, procedures, technical and systems documentation, user guides, installations, upgrades, patches management, implementations, compatibility matrix, knowledge-based articles, net change reports, change control documents, change management documents.

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<u>Important Worker Characteristics:</u>

A. (1) Expert knowledge of (a) the concepts, principles, and practices of application development and support as well as vendor interaction and management; (b) applications, databases, or data warehouses, and technical expertise in implementation and maintenance, database design, application scripting, modeling, and data processing; (c) designing, implementing, and documenting backups; and (d) overseeing applications, programming, and the modifying, integrating and adapting of multiple applications.
(2) Knowledge of (a) strategic planning and program or project management to support project planning and execution; and (b) Commission organization, policies and procedures*.

    Typically acquired or fully developed primarily after employment in this job class.

B. Knowledge of, and skill in, (1) planning, assigning, and reviewing work, (2) budgeting, using capital and managing personnel to accomplish work, and (3) managing work and supervising employees at the first level of supervision. This includes knowledge of, and skill in applying, HR management and EEO principles and practices.

C. Extensive skill and ability in developing and implementing short- and long-term work and goals; allocating resources within the team; and applying a variety of quantitative and qualitative measures to IT projects and budgets.

D. Considerable skill in problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include assessing project scope, approaches used, recommending or determining priorities, and solving project management or team issues.

E. Skill in communication to understand verbal and written information (including facts, assertions, and arguments), draw inferences, form hypotheses, and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skill in actively listening to ascertain key information, including perspectives, concerns, wants and needs, and in communicating effectively to obtain agreement, compliance, or other desired results. Examples include communicating with project staff, consultants, and contractors concerning project scope, estimates, costs and risks.

F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner including establishing and maintaining working relationships and working as a member or a leader of a team.

G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software, and specialized software.

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Minimum Qualifications (MQs):

1. Bachelor's Degree in Computer Science, Information Management Systems, or any related field.

2. Six (6) years of progressively responsible information technology experience that includes applications experience.

3. An equivalent combination of education and experience may be substituted, which together total ten (10) years.

Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. May be subject to various job demands such as high volume of work and tight deadlines.