

Senior Applications Administrator

SUMMARY/PURPOSE

To lead in the evaluation, selection, project management, design, installation, configuration, implementation, training, and support of enterprise and critical level technology application solutions to achieve high level business objectives throughout the City of Duluth's organization.

The Senior Applications Administrator will provide lead IT project management, application services, support of enterprise and critical level technology solutions to the various City departments, partner agencies, and the public. The Senior IT Applications Administrator will mentor and assist the Applications Administrator as deemed necessary.

DISTINGUISHING FEATURES OF THE CLASS

Employees at a Senior Applications Administrator level are distinguished from the Applications Administrator by the level of responsibility assumed and the complexity of duties assigned. Positions at this level exercise more independent discretion and judgment in matters related to work procedures and methods and may be required to provide support to higher level situations. Employees will be responsible for enterprise and critical level applications across the City.

SUPERVISION RECEIVED

The supervisor sets the overall objectives and resources available. The incumbent and supervisor, in consultation, develop the deadlines, projects, and work to be done.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Lead IT and business units in the research, needs assessment, and information gathering to establish technology application requirements and goals.
2. Prepare for future implementations to include RFP creation, scheduling, scoring, reference checks, selection, configuration in conjunction with business teams, user security, implementation, training, and support.
3. Act as IT project lead for development, implementation, and testing of both internal and external integrations and interfaces.
4. Coordinate and facilitate communications and information between development, business units, management, and vendors to insure all audiences have the same level of understanding of the end product or goal.
5. Lead planning, design, and development sessions in prototyping new and existing applications while establishing a scope and parameters for the purpose of enhancing business processes, operations, and information process flow.
6. Serve as the IT project leader of Q&A by working with business units in the creation of test plans, schedules, and notifications to insure all modules/sections of an application are tested by the appropriate staff and oversee the resolution and implementation.
7. Create and deploy feedback mechanisms for end users, analyze results, make recommendations for support process improvement, and implement changes.
8. Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
9. Assist application owners in performing cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
10. Lead business units in documenting current business workflows, including system specifications, diagrams, and charts to provide information and direction to development staff and/or third-party vendors and adaption of those for future applications.

11. Develop training schedules, documentation, and methodologies to best fit with the business unit's needs. Assist business units and/or third-party resources in providing orientation and training to end users for all modified and new applications.
12. Prioritize, schedule, and work with appropriate teams to administer all instances where enhancements and defect resolution are required.
13. Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
14. Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
15. Schedule, coordinate, and lead internal and external development projects from concept to completion to include application development, application modifications, integrations/interfaces, and database migrations.
16. Responsible for managing application roles and permissions and working with business units to maintain permissions.
17. Identify and acquire knowledge of software applications used and supported by the organization.
18. Record, track, and document application specific information, including but not limited to application system information, key contact information, testing information, application upgrade information, issues, tutorial and knowledge base information, and frequently asked question resources within the adopted IT change management processes and procedures to ensure knowledge transfer and timely access to enterprise and critical level application to assist in problem resolution.
19. Monitor application performance for enterprise and critical level applications and facilitate the installation of updates, service packs, patches, hot fixes, etc. to best resolve application issues and ensure optimal preventive maintenance, in conjunction with appropriate IT and business unit staff, as well as third-party vendors.
20. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
21. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
22. Provide training on new or modified procedures and policies to all affected parties.
23. Coordinate and perform application review process, application implementation, configuration, maintenance, and technology project management functions and programs for the City.
24. In collaboration with the supervisor, organize, and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
25. Provide input on decisions regarding the hiring processes and onboarding procedures of personnel.
26. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
27. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Education & Experience Requirements
 - A. Associate's degree in a computer information systems related program from an accredited technical school or college/university, and five (5) years of full-time, verifiable experience in application development, system design, integration, and implementation; OR seven (7) years of full-time, verifiable experience in application development, system design, integration, and implementation; OR minimum of seven (7) years of related education and/or full-time, verifiable professional experience to include application development, system design, integration, and implementation as a primary responsibility.

- B. Project management certification preferred.
 - C. Experience with GIS preferred.
2. License Requirements
- A. No specific licenses required.
3. Knowledge Requirements
- A. In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Financial, HR/Payroll, Utility Billing, Permitting, Licensing, Enterprise Asset Management, Public Safety, and Land Management systems.
 - B. Excellent working knowledge with troubleshooting principles, methodologies, and issue resolution techniques.
 - C. Excellent working knowledge in overseeing the design, development, and implementation of software application solutions.
 - D. Broad knowledge of programming languages and SQL Server Management Studio.
 - E. Working knowledge of trends in technology relating to software applications.
 - F. Experience in technical management of technology software and hardware platforms.
 - G. Working technical knowledge of current systems, software, protocols, and standards.
 - H. Knowledge of applicable data privacy practices, laws, and PCI compliancy requirements.
 - I. Knowledge and understanding of the organization's goals and objectives.
 - J. Knowledge of problem-solving and conflict-resolution techniques.
 - K. Knowledge of applicable safety requirements.
 - L. Knowledge of, or the ability to learn, City policies and procedures.
 - M. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - N. Knowledge of effective leadership and personnel practices.
4. Skill Requirements
- A. Proven leadership and management skills.
 - B. Highest levels of personal and professional integrity.
 - C. Highly self-motivated and directed.
 - D. Team-oriented and skilled in working within a collaborative environment.
 - E. Strong organizational skills.
 - F. Excellent attention to detail.
 - G. Excellent project management skills.
 - H. Highly skilled in research, preparing evaluations, and recommendations for application systems and products.
 - I. Skill in the use of change management processes.
 - J. Skill in business process and reengineering, demonstrating an understanding of the relationship between processes and policies.
 - K. Superior analytical and problem-solving skills.
 - L. Skill in documenting and maintaining configuration and process information.
 - M. Skill in reading, writing, and interpreting technical documentation and procedure manuals.
 - N. Skill in efficient time management and prioritization.
 - O. Excellent written, oral, and presentational skills.
 - P. Excellent listening and interpersonal skills.
 - Q. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - R. Skill in managing one's own time and the time of others.
 - S. Skill in completing assignments accurately and with attention to detail.
 - T. Skill in mediation and dispute resolution.
 - U. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements

- A. Ability to develop and interpret technical documentation for training and end user procedures.
- B. Ability to absorb new ideas and concepts quickly.
- C. Excellent analytical and problem-solving abilities.
- D. Ability to be self-motivated and a strong team leader while effectively prioritizing and executing tasks in a high-pressure environment.
- E. Ability to conduct research into applications development and delivery concepts.
- F. Ability to present ideas in business-friendly and IT-friendly language.
- G. Very strong customer service orientation and ability.
- H. Ability to establish and maintain effective working relationships with all levels of City staff, outside agencies and the general public.[HD1]
- I. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- J. Ability to communicate and interact effectively with members of the public.
- K. Ability to communicate effectively both orally and in writing.
- L. Ability to recognize, analyze, and solve a variety of problems.
- M. Ability to organize and prioritize work while meeting multiple deadlines.
- N. Ability to handle difficult and stressful situations with professional composure.
- O. Ability to work successfully as a member of a team and independently with minimal supervision.
- P. Ability to train and lead others.
- Q. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- R. Ability to enforce safety rules and regulations.
- S. Ability to maintain confidential information.
- T. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- U. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

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