JOB TITLE: **BUSINESS TECHNOLOGY MANAGER**

DEPARTMENT: **INFORMATION TECHNOLOGY**

BASIC FUNCTION:

Under the direction of the Assistant IT Director, the primary purpose of the Business Technology Manager is to perform highly responsible administrative and technical work in the planning, development, and operation of municipal information systems in an assigned major service area (for example Administrative Services and Leadership, Public Works, or Community Services). Those filling this role will be embedded into their assigned service area and work closely with senior management in their assigned service area to fully understand their business needs, identify options for improving business systems and bridge the needs of the business through technology solutions. This role will also be responsible for ensuring that business processes and technology solutions are implemented according to strategy set by the Information Technology Director while also considering broader city objectives and available resources. The Business technology manager will supervise the work of professional and technical staff involved in a variety of information system technology activity.

KEY RESPONSIBILITIES:

Performs the role of liaison between the assigned major service area and the Information Technology Department, developing and maintaining effective working relationships.

Makes recommendations to management and other staff regarding the use of technology and processes to provide solutions for business needs ensuring solutions are considered from an enterprise perspective.

Conducts short and long range planning for the assigned service area and works with Information Technology leadership to incorporate the assigned major service area's plans into citywide short and long range planning.

Plans and establishes the strategic plan and/or roadmap(s) to fulfill the business technology needs of the assigned area that is consistent with strategy set by the Information Technology Director while also considering broader city objectives and available resources.

Ensures support and/or leads the development of technology strategies and initiatives that integrate the goals of the assigned major service area.

Researches and analyzes appropriate technology and processes to resolve business problems.

Obtains necessary project input and approvals with senior management of assigned major service area and ensures that new technology initiatives are requested as part of the city's Strategic Digital Transformation Investment Program (SDTIP).

Recommends and implements policies, procedures, and standards relating to information system and technology activities in their assigned major service area.
Provides technical guidance and assistance in the development and implementation of business systems and applications.

Performs the role of lead or supervisor; assigns work; distributes workload; authorizes timesheets; approves vacation requests; assists in recruitment processes and conducts performance evaluations.

Manages technology projects in the assigned service area.

Conduct research and perform analysis; prepare and present reports regarding project feasibility, equipment utilization, project development, and the cost of applications.

Attend conferences, meetings or other functions representing the city and/or the major service area.

Maintain professional currency in information systems technologies, especially those that apply to the assigned service area.

Work with the leadership and staff of the assigned major service area to ensure understanding and compliance with city technology polices such as the city's data policy and security policy.

Perform other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

- Principles and practices of computer technology and information systems.
- Principles, practices, methods, terminology and trends in communication and data networks.
- Principles and practices of technology infrastructure development and maintenance including systems disaster recovery and data security methods and procedures.
- Principles and practices of organization, administration, budgeting and personnel management.
- Principles and techniques of systems analysis and programming; business analysis planning, requirements analysis, and solution assessment.
- Principles and practices of supervision, training and performance evaluations.
- Systems and programming, including knowledge of data base systems and languages compatible with the city's computer systems.
- Operation and applications of information processing methods, principles, and practices as related to municipal operations and management information systems.
- Research methods and techniques and methods of report presentation.
- Project management methodologies.

Ability to:

- Plan, organize and manage information systems programs and activities.
- Make decisions concerning equipment needs, scope of assignments, and allocation of resources.
- Prepare and present reports.

- Communicate effectively, orally and in writing.
- Supervise, train and evaluate staff.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Properly interpret and make decisions in accordance with laws, regulations and policies.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Work well under pressure to meet deadlines.

EXPERIENCE AND EDUCATION:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to a bachelor's degree from an accredited college or university with major course work in information systems or a closely related field, and a minimum of five years of progressively responsible experience in the planning, development, and operation of municipal information systems in a medium sized environment.

In addition, certain experience in the assigned major service may be required depending upon assignment.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments. Ability to lift and move microcomputer and related equipment occasionally to install, troubleshoot or perform minor maintenance as necessary.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employee may be required to travel to city work sites or other sites for meetings. Employees frequently travel to locations in the city where computers are located.

This is an at-will management classification.

DATE APPROVED: February 23, 2023