

# Water Authority Position Description

## APPLICATIONS MANAGER

Status	Position Code	Level	Date
APPROVED	APMG	I29	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

SUPERVISE AND COORDINATE THE ANALYSIS, EVALUATION, DEVELOPMENT, TESTING AND IMPLEMENTATION OF COMPLEX COMPUTER SOFTWARE APPLICATIONS FOR VARIOUS WATER AUTHORITY DIVISIONS. OVERSEE THE ANALYSIS OF USER NEEDS AND MAKE RECOMMENDATION OF SOFTWARE APPLICATIONS. PROVIDE HIGHLY RESPONSIBLE AND COMPLEX ADMINISTRATIVE SUPPORT TO THE CHIEF INFORMATION OFFICER.

### MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN INFORMATION SYSTEMS, COMPUTER SCIENCE, OR A RELATED FIELD, PLUS EIGHT (8) YEARS OF INFORMATION SYSTEMS ANALYSIS AND APPLICATIONS DEVELOPMENT EXPERIENCE TO INCLUDE THREE (3) YEARS DIRECT SUPERVISORY EXPERIENCE IN A MANAGEMENT ADMINISTRATIVE CAPACITY, OR ADVANCED TECHNICAL LEADERSHIP.

### ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS  
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

### SUPERVISION RECEIVED/EXERCISED

RECEIVE ADMINISTRATIVE GENERAL DIRECTION FROM THE CHIEF INFORMATION OFFICER.  
EXERCISE DIRECT SUPERVISION OVER STAFF.

### ESSENTIAL FUNCTIONS

1. ASSUME MANAGEMENT RESPONSIBILITY FOR THE ANALYSIS, EVALUATION, DEVELOPMENT, TESTING AND IMPLEMENTATION OF COMPLEX COMPUTER SOFTWARE APPLICATIONS FOR ASSIGNED AUTHORITY DIVISIONS OR PROGRAM AREAS. DEVELOP PROJECT TIME LINES AND IDENTIFY PROJECT TASKS AND PROCEDURES.
2. MANAGE AND PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES AND PRIORITIES FOR ASSIGNED PROGRAMS. RECOMMEND, DEVELOP AND ADMINISTER POLICIES AND PROCEDURES.
3. MONITOR AND EVALUATE THE EFFICIENCY AND EFFECTIVENESS OF SERVICE DELIVERY METHODS AND PROCEDURES. RECOMMEND, WITHIN DIVISIONAL POLICY, APPROPRIATE SERVICE AND STAFFING LEVELS.
4. PLAN, DIRECT, COORDINATE AND REVIEW THE WORK PLAN FOR APPLICATIONS DEVELOPMENT STAFF. ASSIGN WORK ACTIVITIES, PROJECTS AND PROGRAMS. REVIEW AND EVALUATE WORK PRODUCTS, METHODS AND PROCEDURES. MEET WITH STAFF TO IDENTIFY AND RESOLVE PROBLEMS.
5. ANALYZE BUSINESS SYSTEMS TO DETERMINE EFFECTIVENESS. IDENTIFY INADEQUACIES, INEFFICIENCIES AND PROBLEMS AND RECOMMEND SOLUTIONS. DEVELOP SYSTEM SPECIFICATIONS. RECOMMEND APPLICATION SOFTWARE DEVELOPMENT.
6. IMPLEMENT SYSTEM CHANGES THROUGH AUTOMATION, PROCESS CHANGE, MANAGEMENT SOLUTIONS AND TRAINING.
7. CONDUCT DIAGNOSTIC INVESTIGATIONS F PROGRAM ERRORS AND IMPLEMENT OR RECOMMEND SOLUTIONS OR METHODOLOGIES FOR RESOLUTION.
8. COORDINATE AND CONDUCT USER GROUP EDUCATION AND PROBLEM SOLVING SESSIONS RELATED TO ASSIGNED PROJECT.
9. DEVELOP REQUESTS FOR PROPOSALS (RFP). NEGOTIATE AND MANAGE VENDOR CONTRACTS FOR INFORMATION TECHNOLOGY SERVICES.
10. PREPARE VARIOUS DOCUMENTATION INCLUDING PROJECT REPORTS, PROCESS AND USER MANUALS, PRESENTATIONS, STRATEGIC AND TECHNICAL PLANS AND OTHER RELATED INFORMATION ON ASSIGNED APPLICATION ANALYSES.
11. PARTICIPATE IN THE EMPLOYEE INTERVIEW/SELECTION PROCESS. TRAIN, EVALUATE AND COMMUNICATE WITH ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.
12. SERVE AS STAFF ON A VARIETY OF BOARDS, COMMISSIONS AND COMMITTEES. PREPARE AND PRESENT STAFF REPORTS AND OTHER NECESSARY CORRESPONDENCE.

13. PREPARE TIME AND COST ESTIMATES FOR COMPLETING PROJECTS. PREPARE GANTT AND PERT CHARTS USING AUTOMATED PROJECT MANAGEMENT TOOLS.
14. MEET AND NEGOTIATE WITH VENDORS REGARDING SOFTWARE AND HARDWARE PROCUREMENT AND MAINTENANCE. ENSURE COMPLIANCE WITH CONTRACT SPECIFICATIONS. CONSULT WITH VENDORS REGARDING SYSTEM FUNCTIONALITY.
15. PREPARE AND PRESENT PROJECT PROGRESS REPORTS FOR DIVISION MANAGEMENT OR COMMITTEES. IDENTIFY PROBLEMS AND ISSUES AND RECOMMEND SOLUTIONS.
16. REVIEW PROPOSED SYSTEMS SOFTWARE FOR COMPLIANCE WITH APPLICABLE QUALITY ASSURANCE STANDARDS BEFORE ACQUISITION OR IMPLEMENTATION.
17. MANAGE THE RELATIONSHIP AND EXPECTATIONS OF USER PERSONNEL AND DIVISIONS INCLUDING THE PREPARATION OF SERVICE AGREEMENTS.
18. ENSURES PROJECT MANAGEMENT PROCESS IS IN PLACE, PROVIDES RESOURCE MANAGEMENT AND ENSURES QUALITY AND TIMELY SOLUTIONS. NEEDED KNOWLEDGE INCLUDES PROCESS AND DATA MODELING, DATA ARCHITECTURAL DEVELOPMENT METHODOLOGY, IT PLANNING METHODOLOGY AND PROJECT MANAGEMENT.
19. COORDINATES SYSTEMS ANALYSIS AND APPLICATION DEVELOPMENT ACTIVITIES THROUGH DIRECT AND INDIRECT STAFF. DIRECTS DEVELOPMENT TEAMS IN THE AREAS OF SCHEDULING, TECHNICAL DIRECTION, FUTURE PLANNING AND STANDARD DEVELOPMENT PRACTICES. PARTICIPATES IN BUDGETING AND CAPITAL EQUIPMENT PROCESSES AND QUALITY IMPROVEMENT ACTIVITIES FOR THE DEVELOPMENT ORGANIZATION.
20. RESPONSIBLE FOR BUSINESS STRATEGY AND PLANNING TO ENSURE THE IT APPLICATIONS GROUP HAS THE APPROPRIATE RESOURCES, BUDGET AND TOOLS TO PROVIDE THE HIGHEST LEVEL OF CUSTOMER SERVICE. ENSURES APPROPRIATE RESOURCES ARE AVAILABLE TO RESPOND TO CUSTOMER INQUIRIES/ISSUES.
21. RESPONSIBLE FOR ASSEMBLING PROJECT PLANS AND TEAMWORK ASSIGNMENTS, DIRECTING AND MONITORING WORK EFFORTS ON A DAILY BASIS, IDENTIFYING RESOURCE NEEDS, PERFORMING QUALITY REVIEW; AND ESCALATING FUNCTIONAL, QUALITY, TIMELINE ISSUES APPROPRIATELY. RESPONSIBLE FOR TRACKING KEY PROJECT MILESTONES AND ADJUSTING PROJECT PLANS AND/OR RESOURCES TO MEET THE NEEDS OF CUSTOMERS. COORDINATES COMMUNICATION WITH ALL AREAS OF THE ENTERPRISE THAT IMPACT THE SCOPE, BUDGET, RISK, AND RESOURCES OF THE WORK EFFORT BEING MANAGED.
22. ADMINISTERS AND MAINTAINS PROJECT MANAGEMENT SOFTWARE AND TOOLS. ORGANIZE AND PUBLISHED PROJECT-RELATED DOCUMENTATION IN VARIOUS SOURCES. KNOWLEDGE OF PROJECT MANAGEMENT TOOLS, METHODS AND BEST PRACTICES SUCH AS THOSE DEFINED BY THE PROJECT MANAGEMENT BODY OF KNOWLEDGE (PMBOK).
23. DEFINES AND IMPLEMENTS PROCEDURES FOR RELEASING PRODUCTS THROUGHOUT THE WHOLE PRODUCT LIFE CYCLES. SERVES ON THE CHANGE CONTROL BOARD (CCB).

24. OVERALL RESPONSIBILITY FOR ESTABLISHING, MANAGING AND MAINTAINING STRATEGIC RELATIONSHIPS WITH CUSTOMERS. REGULARLY INTERACTS WITH FUNCTIONAL GROUPS WITHIN THE IT ORGANIZATION TO COMMUNICATE AND CLARIFY CUSTOMER REQUIREMENTS. PERFORMS AS LIAISON BETWEEN ENTERPRISE AND END-USERS, OUTSIDE VENDORS, CONTRACTORS AND CONSULTANTS TO DEFINE AND ESTABLISH SERVICE AND SUPPORT REQUIREMENTS. INVESTIGATES AND RESOLVES CUSTOMER RELATIONSHIP PROBLEMS.

25. HAS A STRONG UNDERSTANDING OF INFORMATION SYSTEMS, BUSINESS PROCESSES, THE KEY DRIVERS AND MEASURES OF SUCCESS FOR THE BUSINESS AND THE SHORT- AND LONG-TERM DIRECTION OF THE BUSINESS AND TECHNOLOGY. ENSURES THAT THE DESIGN AND INTEGRATION OF PROPOSED SYSTEM, SOFTWARE LEADS TO THE DEVELOPMENT AND GROWTH OF THE BUSINESS THROUGH EFFECTS USE OF TECHNOLOGY.

26. ASSISTS THE IT ORGANIZATION IN DEFINING THE IMPLEMENTING ITS BUSINESS PLAN AND GOALS TO SUPPORT THE STRATEGY AND GOALS OF THE ORGANIZATION. RESPONSIBLE FOR WORKING WITH IT FUNCTIONAL/DEPARTMENTAL EXECUTIVES AND BUSINESS LEADERS TO CREATE THE OVERALL BUSINESS PLAN FOR IT.

27. ASSISTS IN DETERMINING PROJECT DELIVERY AND DEPLOYMENT DATES FOR NEW PRODUCT RELEASES, FEATURE AND MAINTENANCE RELEASES AND REGULAR CORRECTIVE SERVICE OR SERVICE PACK RELEASES.

28. DEVELOPS RISK MANAGEMENT PROCEDURES, BUSINESS CONTINUANCE SCENARIOS, CONTINGENCY AND DISASTER RECOVERY PLANS FOR CENTRAL AND DISTRIBUTED SYSTEMS AND NETWORKS TO MAINTAIN OPERATIONS DURING DOWNTIME AND/OR MAJOR DISASTERS. IDENTIFIES AND MAKES RECOMMENDATIONS REGARDING CRITICAL POINTS OF FAILURE. DEVELOPS AND IMPLEMENTS POLICIES AND PROCEDURES FOR BUSINESS CONTINUANCE AND DISASTER RECOVERY PLANS. PROACTIVE IN BUILDING PROCESSES TO MINIMIZE/ELIMINATE DOWNTIME.

29. RESPONSIBLE FOR DEVELOPING ENTERPRISE CONTENT MANAGEMENT STRATEGY TO ENABLE EFFICIENT ORGANIZATION AND MANAGEMENT OF DOCUMENTS, RECORDS, WEB CONTENT, OTHER DIGITAL MEDIA INFORMATION SHARED INTERNALLY FOR WORKFORCE PRODUCTIVITY IMPROVEMENT AND KNOWLEDGE MANAGEMENT PURPOSES.

30. UNDERSTANDS THE STRATEGIC DIRECTION OF THE ENTERPRISE AND THE SUPPORTING IT SYSTEMS AND ARCHITECTURES. MAINTAINS KNOWLEDGE OF EMERGING TECHNOLOGICAL TRENDS AND UTILIZES THIS KNOWLEDGE TO EDUCATE BOTH IT AND THE BUSINESS ON OPPORTUNITIES TO BUILD BETTER IT SOLUTIONS THAT SUPPORT AND DRIVE BUSINESS DECISIONS. ASSISTS IN THE DEFINITION OF THE ARCHITECTURE AND TECHNOLOGY NEEDS OF THE ORGANIZATION BASED ON NEW AND EMERGING TECHNOLOGIES, AND ESTABLISHES PRIORITIES AND STRATEGIES CONSISTENT WITH BUSINESS GOALS AND ECONOMIC VIABILITY.

31. RESPONSIBLE FOR MANAGING THE DEFINITION, IMPLEMENTATION AND INTEGRATION OF QUALITY PRINCIPLES AND QUALITY PROCESSES INTO THE DESIGN AND DEVELOPMENT OF SOFTWARE AND IT PROCESSES. ENSURES THAT QUALITY METHODS AND PROCEDURES ARE EXECUTED. ENSURES THAT PRODUCTS, APPLICATIONS, AND SYSTEMS ARE IN COMPLIANCE WITH ESTABLISHED QUALITY STANDARDS AND MEET CUSTOMER REQUIREMENTS. ANALYZES BEST-IN-CLASS PROCESSES, UNDERSTANDS THE INTERACTION AND RELATIONSHIP OF BUSINESS OPERATIONS AND OPERATING SYSTEMS AND NETWORK PROCESSES.

**SUPPLEMENTAL FUNCTIONS**

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. CROSS TRAIN IN OTHER AREAS TO GAIN A BETTER UNDERSTANDING OF THE TECHNICAL FUNCTIONS PERFORMED.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

**PREFERRED KNOWLEDGE**

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF AN INFORMATION SYSTEMS AND ANALYSIS PROGRAM PRINCIPLES AND PRACTICES OF APPLICATION SOFTWARE INSTALLATION AND SUPPORT PRINCIPLES AND PRACTICES OF COMPUTER SCIENCE AND INFORMATION SYSTEMS PRINCIPLES AND PRACTICES OF APPLICATION DEVELOPMENT AND TROUBLESHOOTING PRINCIPLES OF CONTRACT NEGOTIATION AND ADMINISTRATION PRINCIPLES AND PRACTICES OF PROJECT MANAGEMENT AND ADMINISTRATION PRINCIPLES OF SUPERVISION AND TRAINING METHODS AND TECHNIQUES USED IN THE INSTALLATION, ADMINISTRATION, MONITORING, UPGRADING AND PROBLEM RESOLUTION OF CENTRAL APPLICATION SOFTWARE SYSTEMS

BASIC BUDGETING, CONTRACTING, PURCHASING PRACTICES, POLICIES AND PROCEDURES PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY RELATED TO COMPLEX, LARGE COMPUTER SYSTEMS AND APPLICATIONS WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

**PREFERRED SKILL/ABILITY**

RESEARCH, ANALYZE, AND EVALUATE NEW SERVICE DELIVERY METHODS AND TECHNIQUES COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES LEARN PRINCIPLES AND PRACTICES OF BUDGET PREPARATION AND ADMINISTRATION OVERSEE AND PARTICIPATE IN THE MANAGEMENT OF SOFTWARE APPLICATIONS AND INFORMATION SYSTEMS ANALYSIS DEVELOP PROJECT TIME LINES AND IDENTIFY PROJECT TASKS AND PROCEDURES ANALYZE AND ASSESS THE TECHNOLOGICAL NEEDS OF MULTIPLE AUTHORITY DIVISIONS NEGOTIATE VENDOR CONTRACTS AND ENSURE COMPLIANCE WITH SPECIFICATIONS RECOMMEND, DESIGN, IMPLEMENT, INSTALL AND MAINTAIN LARGE, COMPLEX COMPUTER SOFTWARE APPLICATIONS USED BY MULTIPLE AUTHORITY DIVISIONS

DEFINE COMPLEX PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS AND PREPARE APPROPRIATE REPORTS MANAGE CUSTOMER RELATIONS AND EXPECTATIONS UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS AND PROVIDE ADVANCED PROJECT MANAGEMENT SERVICES IMPLEMENT QUALITY ASSURANCE AND SECURITY PROCEDURES FOR APPLICATIONS SERVICES EFFECTIVELY PRESENT INFORMATION AND/OR RESPOND TO INQUIRIES/COMPLAINTS FROM AUTHORITY MANAGEMENT, REGULATORY AGENCIES OR THE PUBLIC WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION

**WORKING CONDITIONS**

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS AND ODORS. MAY BE REQUIRED TO VISIT OFF SITE CLIENT OFFICES.

**PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, STANDING FOR PROLONGED PERIODS OF TIME; EXTENSIVE USE OF COMPUTER KEYBOARD. MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.