CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 450.7

Job Title: **IT MANAGER – APPLICATIONS**

Pay Grade: 32

GENERAL SUMMARY:

The purpose of this position is to accomplish business objectives of the Applications function by managing one or more teams involved in delivering applications systems analysis and development as required for the existence, operation, planning and management of a department or enterprise IT environment.

RESPONSIBILITIES:

MANAGEMENT: Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, mentoring, and disciplining team members; developing, coordinating and enforcing systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; developing personal growth opportunities. Establishes strategic goals that support organizational objectives by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.

OPERATIONS: Implements service improvements by evaluating trends; anticipating requirements and leading multidisciplinary projects or initiatives; assessing current situation; and using expert knowledge of Applications and database design and best practices. Keeps users informed by preparing performance reports; communicating platform status. Determines inefficiencies by conducting periodic audits. Enhances operational results by identifying developing strategies in application development planning, tracking, cost management, and quality. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. Safeguards assets by planning and implementing disaster recovery and back-up procedures and information security and control structures.

CUSTOMER SERVICE: Maintains customer service standard by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures. Completes customer service operational requirements by scheduling and assigning team members; following up on work results. Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system requirements. Assess customer satisfaction with services by designing and implementing satisfaction surveys; analyzing and interpreting results.

TEAM EFFORT: Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. Advanced certifications and directly applicable work experience beyond nine (9) years may be considered for substitution of degree requirement.

SPECIFICATIONS (cont'd):

EXPERIENCE:
At least eight (8) years of technology experience supporting applications for a department or enterprise IT environment that includes two (2) years supervising a technology team.

COMPLEXITY:
Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS:
Errors in work lead to significant costs and problems, and may have minor impact on the short- term performance of the department. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:
May include two or more indirect reports. May involve supervision and evaluation of work as a division manager or the equivalent.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with Managers and Assistant Directors and occasionally with Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts:
Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies, media representatives and professional contacts with affiliated organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

PHYSICAL EFFORT:
The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Ability to pass and maintain federal security clearances.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY: Information Technology – Applications

Technical Track:	**Management Track:**
IT Associate – Applications	--
IT Specialist – Applications	--
IT Professional – Applications	IT Lead -- Applications
Senior IT Professional – Applications	IT Manager – Applications
IT Architect– Applications	

Effective: November 2015
Revised: January 2018
Revised: November 2024