



Midpeninsula Regional Open Space District

IST APPLICATION PROGRAM MANAGER

DEFINITION

Under general direction of the Information Systems and Technology Manager, plans, organizes, assigns, oversees, reviews, supervises and evaluates the work of staff performing complex professional and technical support related to District enterprise information systems, business applications, and databases; provides technical leadership and direction across the organization; assumes technical responsibilities for the completion of major information systems projects; evaluates, recommends, administers, and implements new information systems designed to meet the operational and informational needs for systems users within the District; analyzes trends in emerging technology and provides innovative solutions to address operational issues; reviews, audits, controls, and implements security measures for enterprise information systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Systems and Technology Manager. Exercises general supervision over assigned professional and technical staff.

CLASS CHARACTERISTICS

This is a supervisory classification responsible for assigned information technology services programs and activities, including development, design, strategy, operation, analysis, maintenance, and modification of District applications and databases. The incumbent is expected to possess the ability to adapt specific program procedures and activities to meet the needs of the District, other agencies, and technological advances. Successful performance of the work requires skill in proactively evaluating program goals and objectives to define and integrate the requirements of various internal and external systems users. The work requires the frequent use of tact and judgment, knowledge of District-wide operations, and the ability to conduct independent projects and programs.

The IST Application Program Manager is responsible for assisting the Information Systems and Technology Manager in managing the enterprise application systems for the Information Systems and Technology Department. This class is distinguished from the Applications Engineer in that the latter class provides professional support to programs and systems but does not have programmatic supervisory responsibilities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, administers, and oversees the daily functions and operations of the District's enterprise information systems, operational applications, and database services.
- Directs the research and development of new technological solutions and on-going support and maintenance.
- Oversees the maintenance, development, and support of enterprise information systems, databases, and operational systems applications used by the District.
- Conducts thorough assessments of departmental needs to identify and implement applications that streamline processes, improve efficiency, and enhance service delivery, ensuring that solutions meet the unique requirements for all departments within the District.
- Serves as the information systems lead in evaluating, recommending, and implementing enterprise information systems and information systems applications; prepares project cost estimates and justifications for new applications; coordinates the deployment, administration and maintenance of software.
- Consults with all District departments regarding application needs and business requirements, including identifying, designing, and developing applications, strategies, and procedures for integrating systems and streamlining business processes.
- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with District standards, specifications, time, and budget estimates; reviews design documents to ensure technical integrity; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; plans, organizes, schedules, assigns, reviews, supervises, evaluates, and directs the work of assigned staff; works with employees to correct deficiencies and recommends discipline.
- Ensures work, information, and ideas flow freely among the team/section and ensures collaboration with other teams; meets regularly with team members to gather work status, discuss work progress and obstacles.
- Participates in the development, administration, and oversight of assigned budget.
- Participates in the development and implementation of goals, objectives, policies, procedures, and priorities for the assigned function.
- Develops, promotes, and implements best practices for information security.
- Attends and participates in professional group meetings; stays abreast of new trends, and innovations in the field of public agency information technology systems; researches emerging products and enhancements and their applicability to District needs.
- Designs project and resource plans and schedules; provides written reports and presentations on project status; monitors project quality, performance, and compliance with applicable specifications, rules, regulations, and laws; ensures project quality, timeliness, and effectiveness in meeting the District's business needs.
- Oversees the development of system documentation, instructional, and procedural manuals.
- Prepares a variety of written correspondence, reports, procedures, and other materials.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned staff, service delivery methods, and procedures; assesses and monitors program workload, administrative processes, and support systems and internal reporting relationships; analyzes performance metrics; recommends, within policy,

appropriate service and staffing levels and identifies opportunities for improvement and makes recommendations to the Information Systems and Technology Manager.

- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, resource allocation, and evaluation, and budget and contract development and administration.
- Methods and techniques of enterprise system planning, design, implementation, administration, maintenance, and evaluation.
- Methods and techniques of evaluating operational needs and developing information systems solutions including functional requirements development and systems and procedures analysis.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, the training of staff in work procedures, and IT workforce development.
- Best methods for communication among teams, including work status, work progress and identification of obstacles.
- Organizational practices for staffing, performance management, and staff development, recognition, and retention.
- Project management principles including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Current and emerging technologies. Modern trends and technology relevant to District operations and systems.
- Principles and practices of system and software engineering including computer languages, common operating systems, multi-platform applications and software, and relational database systems.
- Designing, programming, testing and implementing highly complex systems.
- Database design, management, and integration principles.
- Cybersecurity principles and best practices, including risk assessment, vulnerability management, and secure application development; methods and techniques for ensuring that applications comply with security policies.
- Technology, software, and applications used for data visualization, report generation, document management, work order management, and financial/operational resource management such as an ERP.
- Applicable Federal, State, and local laws, codes and regulations.
- Modern office practices, methods, and computer equipment and applications related to the work.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively engaging with vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff on work procedures.
- Ensure staff has the resources and skills needed to support all work initiatives.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Gather business requirements and evaluate technology investment strategies and return on investment (ROI).
- Assess user needs and recommend appropriate hardware, software, and systems.
- Assess the consequences and outcomes of technologies initiatives.
- Analyze, evaluate and develop systems and procedures for District-wide technology implementations.
- Maintain, administer, design, program, test and implement highly complex systems.
- Train and instruct users on the use of applicable hardware and software applications; develop documentation and how-to materials.
- Interpret, apply and explain complex Federal, State, and local laws, codes, regulations, departmental policies and procedures.
- Configure and support applicable hardware and software applications.
- Implement effective solutions that enhance security posture while maintaining system functionality and user experience.
- Manage multiple concurrent enterprise technology initiatives.
- Prepare clear and effective reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Gain in-depth understanding of all District service lines, departments, programs, and operations.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, engineering, business information systems, or a related field, and seven (7) years' experience with information systems including applications analysis, design, and development with three (3) years at a supervisory or lead level specifically in the management and administration of an Information Management System.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office but frequently stands in and walks between work areas and development sites. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. May be required to work evenings, weekends, and holidays.

EFFECTIVE: December 2024

REVISED: N/A

FLSA: Exempt