SYSTEMS IMPLEMENTATION & DEVELOPMENT MANAGER

DEFINITION
Under general supervision manages the design, development, and maintenance of all City websites, broadcast systems, presentation systems, digital media assets and all City's reprographics operations.

ESSENTIAL FUNCTIONS
This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Manages the development and maintenance of internet and intranet websites and applications including on-line interactive government services such as forms, databases, community calendars and electronic commerce transactions.
- Supervise the design, development, and implementation of small to large scale IT based systems;
- Coordinates efforts of staff/liaisons and contractors and reports on effectiveness of City-wide web and mobile applications and broadcast, media, and presentation systems;
- Oversees and participates in website content development and editing, including incorporating new web technologies, features, and functions into City sites and mobile applications;
- Directs and participates in MS SharePoint development and maintenance, including the development of best practices and policies for their use;
- Manages project resources, schedules and reports; develops and implements standards, policies and procedures for City websites, intranet, mobile applications, broadcast/multicast and presentation systems, including e-government solutions;
- Oversees division staff and staff from other departments in the use of the City’s computer systems for application development and work collaboration;
- Assigns projects and reviews performance and creates and implements staff development and training activities.
- Works with various City Departments, vendors and end-users to negotiate and prepare contracts for the procurement of hardware, software and technology-related goods and services;
- Establishes divisional/departmental goals; manages project schedules and resources to include Reprographics Divisions hardware and software systems including procurement and staff training;

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of computer system development, implementation and analysis techniques, systems and application software, software coding, testing and debugging practices and procedures, and of preparation of documentation or procedural manuals for computer systems utilizing Government 2.0, Web 2.0, Microsoft SharePoint and streaming video technologies
- Skilled at Project management and systems implementation, maintaining computer programs using different programming languages and operating systems, and in establishing and maintaining productive working relationships with all levels of staff and customers;
- Ability to clearly and effectively communicate both verbally and in writing, work independently and in a team environment to accomplish essential job functions.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent sitting, standing, walking, bending and lifting up to 20 pounds. Incumbents may be exposed to repetitive motion and vision to monitor. Incumbents may be required to travel up to 50%.

QUALIFICATIONS
Bachelor's Degree from a four-year accredited college or university in Computer Science, Management Information Systems, or related technical field AND four years of progressive experience in project management of multiple, complex solution implementation projects OR an equivalent combination of education and experience.