

JOB DESCRIPTION
Business Systems Manager
Code Number: 10001

GENERAL PURPOSE

Under administrative direction, manages the Business Systems division of the Information Systems department to provide sophisticated and effective technology and project management support for the achievement of District mission and objectives; provides expert professional assistance and internal consulting to departments on information systems and business processing; participates in the development of District-wide plans for the long-term development of information technology; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Business Systems Manager manages the activities of the Business Systems division to meet District operating and business requirements in areas of assigned responsibility. The incumbent is responsible for developing information system standards and policies and for designing and implementing applications that provide cost effective solutions and support achievement of current and long-term goals and objectives.

Business Systems Manager is distinguished from a Systems Support Manager and Data and Architecture Manager by the incumbent's specialization in systems application development and maintenance. The class is further distinguished from a Business Systems Project Manager by the incumbent's responsibility for managing a division responsible for a wide range of applications development projects and for the delivery of quality Information Technology products and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Plans, organizes, controls, integrates and evaluates the work of the Business Systems division; with subordinate team leaders and staff, develops, implements and monitors long-term plans, goals and objectives focused on achieving the District's and department's mission and assigned priorities; participates in the development of and

monitors performance against the annual department budget; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.

Plans and evaluates the performance of team leaders and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development.

Provides leadership and works with team leaders and staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and District's mission, strategic plan, objectives and values.

Manages the delivery of business systems development, upgrade, conversion and maintenance services to all departments; develops and recommends applications and uses of advanced computing technology that support new District requirements and improved organizational performance; reviews and approves general systems approaches to the solution of problems and reviews program results.

Confers with District managers and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; participates in developing and recommending short- and long-term plans for hardware and software upgrades; works with District managers to prioritize applications development and enhancement requests.

Coordinates information systems activities with other departments to optimize use of existing hardware and software and to design and evaluate new systems solutions.

Manages, plans and coordinates the installation, implementation and conversion to new applications and hardware; consults with manufacturers' representatives to define equipment needs; performs analyses and presents proposals for major purchases of hardware and software.

Ensures applications are implemented and maintained using sound principles of operating systems, networks, and systems management.

May manage or participate in development and operation of specialized real-time systems, such as systems for building security and water operations control; maintains and modifies software to expand system capacity and maintain operations to meet District requirements.

Works closely with Systems Support Manager for coordination of resources for Operations, Systems Administration, and Help Desk; works closely with Data and

Architecture Manager for coordination of resources for Database Administrators and GIS.

Provides strategic leadership for technology selection and investment.

Participates in preparing detailed bid specifications for the purchase of services and software.

Keeps abreast of advancements in information system and computing technologies and their capabilities; provides technical information, guidance and support to other departments as needed.

May act for the Director, Information Systems in that incumbent's absence.

Performs related duties as assigned.

BALDRIGE RELATED DUTIES

Applies Malcolm Baldrige principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the department and division.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and techniques of information systems management, including applications design, hardware and software options for business, engineering and operations applications and the cost-benefit of systems alternatives; operating principles, parameters, methods, practices and limitations of mid-range computers, PCs, related peripheral equipment and networks; database design and administration; principles and practices of systems administration; methods and techniques of project management; knowledge of contract management; systems analysis methods and techniques; principles and practices of public administration, including budgeting and purchasing; District functions and associated information management needs; District personnel rules, policies and labor contract provisions; principles and practices of effective management and supervision; office and records management practices and procedures; principles and practices of sound business communication.

Ability to:

Plan, organize, integrate and manage systems development, administration and computer operations activities; establish and maintain project and production schedules; identify information management issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations; assess user department needs, set priorities and allocate resources to most effectively meet needs in a timely manner; develop and implement appropriate procedures and controls; prepare clear, concise and accurate reports and other materials; communicate effectively orally and in writing; exercise sound independent judgment; establish and maintain effective working relationships with all levels of District management and staff; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external; exercise sound judgment within general policy guidelines.

Baldrige Based Knowledge and Abilities

Knowledge of:

The Core Values, Concepts, and Framework of the Malcolm Baldrige National Quality Criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core

Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards; ensure work unit goals and objectives are aligned with the department; track and monitor department performance; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a college or university, with a bachelor's degree in business, management information systems or a closely related field; and seven years of progressively responsible experience in the design and installation of information systems, at least three of which were at a project management or supervisory level; or an equivalent combination of training and experience. A Master's degree in one of the above mentioned fields is desired but not required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is regularly required to sit, talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands or arms. The employee frequently is required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret complex data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with District managers, employees, vendors and other encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.

FLSA DETERMINATION: Meets executive exemption from overtime