CITY OF CHATTANOOGA
Classification Specification Title: Manager Application System

Department: Technology Services

Supervision Received From: Mgr Enterprise Applications

Supervisory Responsibility For: None

Pay Grade: GS.12

FLSA Status: 7/01/23

Established: Exempt

Reviewed Date: 4/16/25

CLASSIFICATION SUMMARY:
Incumbents in this classification are responsible for managing all aspects of Oracle Fusion Cloud. This position requires technical skills and knowledge that extends across application/server/storage/network technologies to administer large, complex production and testing environments and troubleshoot and provide system level guidance and solutions. This includes general helpdesk to city users, system maintenance, platform updates, application management, and user training.

SERIES LEVEL:
The Manager Application System is a stand-alone position.

ESSENTIAL FUNCTIONS:
(*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*)

Reviews day-to-day functions and engaging application SMEs.

Triaging requests from users with problem management and root cause analysis by providing application and technical expertise before engaging managed services.

Managing and prioritizing requests that have been sent to managed services.

Oversee change management strategy and policy for process improvements and solution changes in Oracle.

Review and verify production and non-production updates, enhancements and testing.

Add and manage users and provision roles and data access sets based on organization-defined data security policies and user role matrix defined by the business.

Update and implement user security and roles within Oracle ERP Cloud Security based on functional documents provided by the project team.

Build custom roles by tailoring Oracle seeded roles as per the business requirement.

Build custom reporting.

Update and implement user security within Oracle ERP Cloud Security.

Review and audit end-user accounts, permissions, and access rights. Align segregation of duties and security profiles.

Understanding and management of system integrations.

Coordination and preparation with the technical trainer on training documentation.

Preparation and maintenance of process documentation and knowledge articles.

Application governance and strategy as well as creating policies and procedures.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:
Bachelor's Degree, Computer Science, Information Technology or Engineering preferred, with a minimum of five (5) years' experience working in an Oracle ERP environment or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Working – advanced knowledge of Google Workspace environment.

LICENSING AND CERTIFICATIONS:
Oracle DBA preferred.

KNOWLEDGE AND SKILLS:
Knowledge of Oracle security management and how Oracle acquires and manages resources; good understanding of the underlying operating system; knowledge of organizational principles and practices relating to a services desk environment; strong communication skills, presentation preparation, and problem-solving abilities to resolve application issues and requests; strong communication skills with management, development teams, vendors and system administrators; organizational skills, along with the interpersonal and leadership abilities needed to manage application environment and platform responsibilities; self-starter with a strong attention to detail; analytical skills to understand platform requirements, updates, and issue resolutions; strong decision-making and critical skills; ability to handle multiple tasks and project deadlines.

PHYSICAL DEMANDS:
Positions in this class typically require fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of

force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N
Department of Transportation - CDL: N
Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.