

## **CITY OF CHATTANOOGA**

### **Classification Specification Title: Manager Enterprise Applications**

**Department: Technology Services**

**Pay Grade: GS.13**

**Supervision Received From: Deputy Chief IT Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility For: IT Tech, Mktg. Tech PO**

**Established: 8/10/22**

**Revision Dates: 4/9/25;**

**10/20/23; 11/17/23**

#### **CLASSIFICATION SUMMARY:**

Incumbents in this classification are responsible for managing and supervising the Applications group in the Department of Information Technology. Responsibilities include managing teams of software development engineers (SDEs) on enterprise-wide software development projects including complex full stack implementations and upgrades in an Agile (Scrum) environment. Duties include developing and implementing long-term technology plans; setting direction; providing guidance and ensuring opportunities for development for a team of programmers and analysts. Work is performed with general direction, working from broad goals and policies.

#### **SERIES LEVEL:**

The Manager Enterprise Applications is the fifth level of a six level applications series.

#### **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.)*

Supervises software engineering staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Manages the day-to-day operations and activities associated with the applications group in conjunction with Scrum Masters to engineer and maintain a variety of business software which includes planning, coordinating, administering and evaluating programs, projects, processes, procedures, systems, standards and/or service offerings; ensuring compliance with federal, state and local laws, regulations, codes and/or standards; coordinating activities between multiple service areas and working to integrate and coordinate service areas.

Forecasts, prepares and administers division budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures and manages financial operations. Manages projects related to application development, ensuring compliance with applicable specifications, timelines and project budgets.

Supervises and participates in the preparation and evaluation of specifications, scopes of work and requests for proposal for new equipment and services; helps negotiate related contracts.

Monitors the status of work in progress and inspects completed work; solves complex problems and situations and provides related technical expertise. Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, the general public and/or other interested parties to coordinate work activities, exchange information and resolve problems.

Compiles and monitors operational, administrative and statistical data related to business application modification and development, including productivity and related items; prepares related reports, charts, graphs, procedures and documentation; analyzes data and identifies needs.

Monitors division inventory of equipment, tools, parts and supplies; determines need for new tools and equipment; initiates orders for new/replacement items.

Compiles, develops and writes new equipment, hardware and software specifications; meets with manufacturers and vendors concerning technological developments. Provides technical expertise and guidance to employees and contractors, ensuring compliance with applicable contract terms and conditions and authorizing contractor payments.

Represents the City and/or the Division at a variety of internal and/or external meetings, public events, training sessions, on committees and/or other related events in order to receive and/or convey information. Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

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 in Computer Science, Information Systems, or equivalent and two (2) years relevant experience with IT projects, software engineering teams, agile teams (Scrum preferred), and supervision of subordinate employees; or any combination of equivalent experience and education. A Bachelor's degree in any business, public administration, or policy related field and three (3) years relevant experience with IT projects, software engineering teams, agile teams (Scrum preferred), and supervision of subordinate employees; or any combination of equivalent experience and education or a Associate's degree in any relevant field and five (5) years of relevant experience with IT projects, software engineering teams, agile teams (Scrum preferred),

and supervision of subordinate employees; or any combination of equivalent experience and education. A Master's Degree is preferred.

#### LICENSING AND CERTIFICATIONS:

SAFe Leadership SA certification required or able to obtain within twelve (12) months after start date. CGCIO Certification preferred but not required. Certified Scrum Master preferred but not required. Professional Software Developer or Professional Software Engineering Master certifications preferred but not required.

Valid Driver's License.

#### KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; agile development principles; project management principles and practices; inventory management principles; contract maintenance principles; applicable federal, state and local laws, ordinances, codes, rules, regulations, standards, policies and procedures; budgeting principles; advanced software engineering principles and practices and customer service principles. Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; developing and managing budgets; interpreting and applying applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures; using computers and related software applications; monitoring and maintaining inventory; planning, advising and resolving issues related to application development and maintenance; overseeing maintenance and purchasing processes; developing and maintaining asset specifications; analyzing business and technical problems and making appropriate recommendations based on findings; managing enterprise-wide projects; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

#### 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.