

# **CITY OF CHATTANOOGA**

## **Classification Specification Title: Manager Oracle Cloud Platform and Services**

**Department: Technology Services**

**Pay Grade: GS:13**

**Supervision Received From: Dir. of Enterprise Applications**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Application System Managers Established: 5/19/25**

**Revision Date: N/A**

### **CLASSIFICATION SUMMARY:**

Incumbent is responsible for the City's Oracle platform strategy and the comprehensive technical management of Oracle Fusion Cloud. This encompasses strategic planning and execution of ERP initiatives, ensuring alignment with the City's plans, initiatives, processes and objectives. The role requires extensive technical knowledge across application, server, storage, and network technologies to oversee the administration of complex production and testing environments, to rapidly troubleshoot issues, and to provide system-level guidance to the Oracle team and the City's Oracle Managed Services provider. This leader drives continuous improvement to optimize data security and integrity, platform security, operational efficiency, and operational outcomes. The leader manages vendor relationships and leads support teams. Additionally, the leader is responsible for general Oracle platform and module helpdesk support for city power users, system maintenance, platform updates, application management, and user training. Staying informed on the latest Oracle ERP market trends, including cloud ERP, platform-as-a-service, and embedded AI, is crucial and absolutely required. Managing costs and prioritizing initiatives to deliver measurable value is essential.

### **SERIES LEVEL:**

The Manager Oracle Cloud Platform and Services 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.)*

Develops and implements a comprehensive Oracle platform strategy that supports the City's needs, goals and objectives. Owns, maintains and promotes awareness of the Oracle platform strategy and the Oracle Fusion application strategic roadmap. Identifies opportunities for innovation and improvement, while overseeing ongoing implementation of Oracle platform and Oracle Fusion initiatives.

Develops productive relationships with department heads and other leaders across the City to listen, learn, and to influence how the Oracle Platform and the Oracle Fusion application can enable new sources of value. Conducts regular surveys of stakeholders' satisfaction with applications, publish the results and, where necessary, implement action plans to improve satisfaction.

Oversees the management of the Oracle platform and Oracle Fusion modules, ensuring they meet current and future City requirements. Evaluates new Oracle Fusion module capabilities and recommends those for consideration to the Director. Assists the Director in proposing those to the CIO, department heads, and other leaders for consideration. Identifies opportunities for system modernization, integration, automation and rationalization.

Safeguards the reliability, availability and performance of the City's Oracle platform and related Oracle Fusion modules. Implements best practices for application life cycle management, including development, deployment, maintenance and support. Supports the management of master data for Oracle, across Oracle modules, and across other relevant applications.

Provides the capability, systems, and team to deliver high-quality, responsive SME and general user support on day-to-day uses and functions of Oracle Fusion modules. Works with the team to triage support requests using prioritized problem management and root cause analysis techniques to deliver best-effort problem resolution before engaging and escalating to the City's Managed Services provider.

Manages, with the Director, the Oracle Managed Services provider. Triage and prioritizes development, troubleshooting, and support requests assigned to Managed Services provider.

Oversees a change management strategy and policy for process improvements, patch management, upgrade management, and solution changes in the Oracle Platform and Oracle Fusion modules. Reviews and verifies production and non-production updates, enhancements and testing. Monitors service detail and service notifications related to patching/critical updates/downtime. Works with team members, Managed Services provider, and Oracle personnel to communicate planned environment maintenance schedules, refresh schedules, and outages.

Establishes key performance indicators (KPIs) to monitor the health, performance, and capacity of the City's Oracle platform. Implements proactive measures to optimize system performance, uptime, and resource utilization. Communicates key metrics to Director, CIO, team members, key stakeholders and others regularly. Uses metrics for action insights that enable proactive operation and continuous improvement of the Oracle Platform.

Oversees and manages user accounts, building of custom roles using seeded roles, role provisioning, and granting of data access based on security policies and role matrix.

Uses the Oracle Cloud Security console to ensure user, data, and application security remains constant. Reviews and audits end-user accounts, permissions, and access rights. Determines and aligns segregation of duties and responsibilities with security profiles.

Assigns reporting and custom reporting responsibilities to team members. Communicates with SME's/stakeholders to understand reporting requirements and responds quickly and with high quality.

Implements and maintains robust Oracle Platform and Oracle Fusion application module security measures. Uses access controls aligned with city policies, intrusion detection systems and vulnerability management practices relevant to local government threats. Maintains compliance with city security policies and relevant cybersecurity frameworks, including those specific to Tennessee. Collaborates with other DTS divisions as required and needed to accomplish these outcomes. Acts proactively to ensure the safety and integrity of the City's overall Oracle Platform and Oracle Fusion operating environment and related data.

Helps establish policies and procedures for Oracle application governance. Enforces these policies. Follows data governance best practices and relevant legal and regulatory requirements specific to the city and state. Collaborates with other DTS divisions and departments to accomplish these outcomes.

Oversees periodic audits of the Oracle Platform. Ensures compliance with Safeguarding Member Information Standards and Procedures and City policies to guard against unauthorized users and to prevent the introduction of any undesirable or destructive software into the system infrastructure, or extraction of data out of the system.

Develops and maintains comprehensive documentation for the City's Oracle Platform and Oracle Fusion modules, includes roles and responsibilities, configuration, procedures, and so on. Assists with the planning and development of disaster recovery and business continuity plans tailored to the City's environment, considering local and regional risks and constraints.

Leads and manages complex Oracle Platform projects, including system upgrades, migrations, new deployments and expansions to support city initiatives and security enhancements. Adheres to department and city procurement processes, timelines, budgets, and quality standards. Utilizes formal project management methodologies.

Conducts and oversees research for Oracle Platform and Oracle Fusion modules and creates proposals and project plans for future capabilities and possible implementation. Engages team members for support and learning in this work. Collaborates with the Director for focus areas and priorities to pursue.

Works with the Director and Business Management division to develop and review supplier SOWs and related contracts for compute and storage equipment, software, and services.

Manages, with the Director, the City's relationships with the Oracle, the Managed Services provider, and other relevant providers as needed to ensure service level agreements (SLAs) are met.

Participates in forecasting, preparing and administering the Enterprise Applications team's budget with a specific focus on the Oracle Platform. Assists the Director with annual budgeting. Prepares cost estimates for budget recommendations and related justifications. Assists the Director with monitoring and controlling budget expenditures.

Monitors continuously emerging trends and advancements in Oracle ERP, Oracle Cloud, and other ERP and Cloud ERP technologies relevant to the City. Recommends to the Director which trends and technologies need to be incorporated into annual and multi-year plans.

Manages, reviews and participates in the development of a variety of reports, work papers, communications, schedules and/or other related documents to and from internal departments, governmental entities, external agencies, contractors and/or other interested parties concerning compute and storage infrastructure operations.

Builds, trains, supervises, and mentors Oracle Platform and Services team members responsible for the oversight, operation, management and support of the City's Oracle Platform and Oracle Fusion modules application. Creates an efficient work environment that is conducive to teamwork, collaboration, and encourages good communication between employees and management. Fosters a culture of accountability, innovation, and collaboration among the team.

Establishes an efficient and high-performing work environment focused on leveraging the city's technological advantages to deliver City services. Develops annual plans and goals for the team. Monitors progress against goals, provides feedback and coaching as required. Conducts performance conversations and reviews on a regular basis consistent with Department and City policies and practices. Maintains a healthy and safe working environment.

Manages the day-to-day operations of the Oracle Platform and Services team. Prioritizes and assigns work, ensuring timely completion of assignments with high-quality and consistent with established policies and procedures. Provides technical leadership, mentoring and coaching for all employees. Prepares annual technical skills training and certification plans for each team member and ensures completion.

Collaborates with internal departments, applicable Boards and Commissions, task forces, advisory groups, the general public, external agencies, contractors, attorneys and/or other interested parties to coordinate activities, review work, exchange information and resolve problems related to the network infrastructure.

Represents the Oracle Platform and Services team at a variety of meetings, public events, training sessions, on committees and/or other related events or groups in order to receive and convey information about network operations.

Serves as a liaison to management and City departments for the operations and performance of network infrastructure.

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.

#### MINIMUM QUALIFICATIONS

Bachelor's degree in computer science, information technology, business administration or a related field, or a related field is preferred or any combination of equivalent experience and education. Minimum of ten (10) years' experience in IT, with at least five (5) years in a leadership role managing enterprise applications. Minimum three (3) years of people management experience. Minimum four (4) years of extensive experience with Oracle Fusion Cloud ERP is essential. Master's degree preferred.

#### LICENSES AND CERTIFICATIONS

Required: Valid Class D driver's license

Preferred: Information Technology Management and Leadership Professional (ITMLP), ITIL® certifications, CompTIA Certifications (Infrastructure+, Server+, Networking+, Security+), Project Management Professional (PMP)® or CompTIA Project+, Oracle Certified Cloud Ops Professional, Oracle Fusion Service Certified Implementation Professional, and Six Sigma or Lean/SixSigma Green Belt.

#### KNOWLEDGE AND SKILLS

Knowledge of policy/procedure development, financial accounting/budgeting. Regulatory compliance knowledge, preferably within a municipal setting. Understanding of DR principles and experience contributing to DR plans for local government systems. In-depth knowledge of enterprise application platforms, especially Oracle Fusion, cloud computing and immersion

technologies. Ability to use strategic planning to translate business goals into technology solutions. Deep knowledge of Oracle Fusion Cloud (Financials and HCM) and Oracle security.

Excellent analytical and problem-solving abilities; proficiency in data analysis and performance metrics. Ability to lead and motivate a technical team focused on serving the City of Chattanooga. Prioritization of the needs of the stakeholders (customers). Ability to drive initiatives that enhance customer satisfaction and deliver value. High ethical standards and trustworthiness. Ability to act consistently with transparency and accountability.

Excellent project management skills. Excellent communication skills, written and verbal, to effectively interact with technical and non-technical staff across Chattanooga city government. Strong interpersonal skills, including conflict resolution, as applied to interaction with team members, colleagues, peers, leaders, and others. Solid staff supervision experience.

#### PHYSICAL DEMANDS:

Positions in this class typically require reaching, 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.