



DATE	APRIL 2021
JOB CODE	EXEMPT
FLSA	ADMINISTRATIVE
EEO	

JOB TITLE: Applications and Data Services Officer
 DEPARTMENT/DIVISION: Information Technology
 REPORTS TO: Chief Information Officer

SUMMARY: The Applications and Data Services Officer’s responsibility is to oversee all enterprise class applications, databases, mainframes, and related activities. This position will supervise and maintain the organization’s repository of software applications through best practices and the appropriate staffing and management of the application and database teams. The Applications and Data Services Officer will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization.

ESSENTIAL JOB FUNCTIONS:

- Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.
- Review and analyze existing applications effectiveness and efficiency and develop strategies for improving or leveraging these systems.
- Research and make recommendations on software products and services in support of procurement and development efforts.
- Collaborate with analysts, designers, and system owners in the testing of new software programs and applications.
- Analyze documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality.
- Coordinate feasibility studies for software and system products under consideration for purchase, and give advice based on findings.
- Contribute to pre-testing phase of development by evaluating proposals in order to identify potential problem areas and make the appropriate recommendations.
- Serve as a liaison with software suppliers, network administrators and software engineers for prompt rectification of any problems or emergencies.
- Compile and maintain inventory of City software and systems assets and their corresponding contracts/agreements.
- Develop, distribute, and coordinate in-depth end-user reviews for modified and new systems or applications.

- Informs clients of problems, issues, and resolutions; monitors and analyzes performance metrics to ensure client satisfaction; manages client expectations; ensures IT solutions meet client needs; performs post-resolution follow-ups to ensure problems have been adequately resolved.
- Schedules and coordinates End User Training; approves End User Training Curriculum and End-User Documentation for completeness and correctness.
- Ensures preventative maintenance service and checks, including the installation of service packs, patches, hot fixes, anti-virus software, etc. are performed by the staff in accordance with established timeframes.
- Reviewing and ensuring adherence to legal and regulatory compliance for area of assigned responsibility.
- Other duties as assigned

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibilities over Applications Manager and Applications Division
- Assist the Department Director in the preparation of the annual budget

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of emerging technologies, such as:
 - Microsoft Graph
 - Kafka or other queuing systems
 - Spark and/or Data Bricks
 - React, React Native, and other development frameworks
 - NoCode / LoCode
 - Lambda and Serverless technologies
- Working knowledge of:
 - System Administration techniques and practices
 - Database design, development, and implementation
 - Object Oriented Programming
 - Basic understanding of network communications
 - Documentation standards
 - Emergency procedures related to system malfunctions
 - IT security standards and practices
 - Technology capabilities and requirements
 - Public Safety Applications
- Skilled in Leading Microsoft Dynamics based ERP support and implementations
- Skilled in leading process improvement projects

- Skilled in Information Security
- Skilled in SQL, NoSQL, MQ
- Skilled in development in at least two languages and databases
- Skilled in SharePoint development
- Skilled in customer service
- Excellent analytical, mathematical, and creative problem-solving skills
- Excellent listening, interpersonal, written, and oral communication skills
- Ability to effectively prioritize and execute tasks while under pressure
- Ability to exercise independent judgement

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Business Administration, Management, Project Management, Computer Science, Engineering, or related field
- 7 years of experience in a Microsoft heavy technology environment including 2-3 years of practical professional experience open-source applications
- ISC² CISSP (Certified Information Systems Security Professional) or ability to obtain within 12 months of employment
- Must qualify for and maintain compliance with Criminal Justice Information Systems access requirements
- Must possess or be able to obtain and maintain a valid Texas driver's license

PREFERRED QUALIFICATIONS:

- ITIL v3 Foundations or higher certification
- AWS Certification
- Azure Certification
- MCSE: Productivity

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity
- Occasional climbing, balancing, stooping, kneeling, and crouching
- Sedentary office and outdoors work environments
- Occasional lifting and carrying up to 50 pounds
- Work may be performed in a data-center environment, involving loud noise and temperature irregularity
- Work both indoors and outdoors and are exposed to cold and hot temperatures, constant noise, fume/odor hazards, road hazards, heights, and mechanical and electrical hazards
- Irregular work hours, weekends, and evenings as needed

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check