



Business Systems Manager

Department/Division:	Technical Services
Reports To:	Director of Technical Services
Provides Direction To:	Information Technology Administrator; Information Technology Specialist
FLSA Exemption Status:	Exempt
Effective Date:	12/19/2024

GENERAL PURPOSE

Under general supervision, to perform complex professional, technical, and analytical duties in the areas of design, development, modification, programming, analysis and testing, implementation, documentation, and maintenance of a variety of Department systems, programs, and applications; to troubleshoot, analyze and resolve systems and applications hardware and software problems; to provide user support; perform additional system module implementation including vendor upgrades; to provide highly responsible assistance to higher level management staff; may be assigned to perform Client Services functions, Application Management/Development functions, or a combination of both; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the Managerial-level classification for professional positions that manage a variety of business and information systems, programs, and applications requiring an expert knowledge of the terminology, procedures and practices used in system design, development, modification, programming, analysis, testing, and implementation. This class is distinguished from the Director of Technical Services by the latter class's greater authority to administer and supervise the organizational and operational affairs of the District.

ESSENTIAL FUNCTIONS

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 the class.

- Performs complex and responsible assignments in the design, development, programming, modification, testing, implementation, documentation, and maintenance of District's systems and applications, including, but not limited to, business and information systems, utility billing applications, records management, payroll, and human resources.
- Maintains and provides support for existing application and system software; provides technical answers to client requests for information on system use; responds to trouble calls and requests for major or minor software modifications.
- Assesses, reviews, and researches system operation problems and functionality; recommends technical solutions on alternative system or applications.

- Determines method of integrating new programming code into existing programs to meet user needs; write, test, debug, and install new and modified programs; confers with users and prepare feasibility studies to evaluate new systems or major modifications.
- Defines, analyzes, and documents user requirements; works with managers to determine system/project scope; identifies project difficulties, risks, required resources, budget and time constraints.
- Oversees and participates in supervising, training, and evaluating assigned staff; establishes work standards and expectations; conducts performance evaluations; counsels and disciplines employees as required.
- Leads and coordinates large IT projects including the design and deployment of new IT systems & services.
- Develops and writes specification; diagrams procedures, process flows, and prototypes for management approval; coordinates system implementation with users and other technical staff; prepares system documentation.
- Monitors performance of IT systems to determine cost and productivity levels; monitors new system enhancements for accuracy and user effectiveness.
- Designs scenarios for unit, systems, and interface testing; plans and executes system conversion and installation processes for complex applications, which may involve critical business processing deadlines; design and implement disaster recovery plans.
- Prepares activity and progress reports for management regarding project activities.
- Evaluates and tests vendor software packages for conformance with organizational user requirements and priorities.
- Helps with inquiries and requests and provide technical assistance on PC systems and programs to District users.
- Prepares and designs routine system generated and ad hoc reports, presentations, and other special documents utilizing applicable programming languages and development tools.
- Performs duties related to Information Technology hardware and software procurement including managing software licenses, and renewals for Technology subscriptions.
- Assists in the development, coordination and preparation of the annual preliminary budget for the Department.
- Performs complex system testing, user documentation, and implementation of added systems features.
- Performs routine system analysis for various organizational projects; tests and recommend system solutions.
- Performs procedural audits on business systems and procedures; identifies areas to be considered for improved efficiency.
- Troubleshoots system problems and develops reports to identify the source of problems.
- Develops software documentation and user training materials; trains and works with users in implementing new applications or systems enhancements.
- Maintains knowledge of current computer systems and software.
- Develops and maintains personal computer database programs, implement and maintain database files.
- Develops and maintains documentation of data systems.
- Interacts with other departments, vendors and other agencies in person and by telephone.
- Provides courteous and expeditious customer service to the general public and District department staffs; routinely adheres to and maintains a positive attitude toward District and Department goals.

- Submits modifications or enhancements to District website; participates in development of District policies on website design and use; maintains website security; ensures Department users are trained on methods of access and use of websites.
- Serves as a team leader; assign tasks and provide general and technical guidance to team members.
- Monitors and prepares reports on the team's progress.
- Conducts training and provides guidance to Info Technology and other staff. Researches, evaluates, recommends and participates in the implementation of technology solutions to streamline and improve existing processes.
- Schedules upgrades and testing of hardware and software systems; provides and maintains access to internal computer systems for assigned staff.
- Performs database management tasks as needed; develops queries and reports to meet the information requirements of the District.
- Participates in District safety meetings.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATIONS GUIDELINES

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes.

Knowledge of:

- Working understanding of computer programming principles, techniques and procedures for business and technical system applications.
- Principles and methods of advanced systems analysis, including business and entity relationship analysis tools and methods.
- Working understanding of principles, methods and techniques in the design, development, and operation of information systems for standard and complex computer platforms and peripherals, functions, capabilities, characteristics and limitations of standard computer, PC and related equipment.
- Working knowledge of network architecture and principles of communications and connectivity.
- Relational database theory, design rules and development practices; database management systems software as they affect applications design.
- Software development and maintenance tools and utilities applicable to position responsibilities.
- Programming theory and a variety of programming languages used in Department applications.
- Operating system capabilities and constraints applicable to information systems and platform operating systems in a multi-platform, interoperating systems environment.
- Standard PC software packages, including work processing, spreadsheets and database.
- Budget preparation and control.
- Internet and intranet technologies.
- Systems integration design concepts as they relate to applications design and development.
- Information systems security concepts, methods, practices, and tools.
- Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.

- Principles of supervision and training.
- Project planning, prioritizing and scheduling techniques.
- Basic public relations and customer service.

Ability to:

- Understand and apply user system specifications in performing system evaluation, design and programming.
- Perform business rule, process analyses, and apply critical thinking skills to reach sound, logical conclusions regarding user client needs and business requirements and develop effective technology solutions.
- Understand and apply functional requirements to the development of systems proposals, specifications, and recommendations for efficient, cost-effective information systems and technology solutions.
- Design and develop effective applications and other technology solutions, including web sites and web-enabled applications to meet user requirements, using appropriate programming languages.
- Troubleshoot and diagnose complex systems problems and install fixes or make repairs in areas of responsibility.
- Communicate clearly and effectively, orally and in writing; Set priorities and organize work to complete project responsibilities efficiently and effectively.
- Read, interpret, explain, and apply technical information on business processes, software, and hardware to technical and non-technical users.
- Prepare clear and concise program documentation, user procedures and systems documentation, reports of work performed, and other written materials;
- Statistically analyze data.
- Make sound independent decisions within established guidelines.
- Understand and follow written and oral work instructions.
- Perform project management responsibilities and work collaboratively and effectively with project team members and end users.
- Perform highly detailed work on multiple concurrent tasks.
- Work under changing deadlines with frequent interruptions.
- Use tact and diplomacy when dealing with sensitive, complex, and/or confidential issues and situations.
- Maintain confidentiality of highly sensitive information.
- Establish and maintain effective working relationships with end users, vendors and others encountered in the course of work.
- Lead and direct the work of others; provide effective training to less experienced Analysts and technical staff.
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.
- Respond to non-normal working hour emergency operational conditions.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: Education equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, information

technology, computer science, computer information systems, data processing, or a closely related field.

And

Experience: Five (5) years of progressively responsible professional experience; one (1) year of progressively responsible experience in the analysis, design, development, installation, and maintenance of computer applications in conformance with business and technical requirements and/or supervisory experience.

Licenses, Certificates; Special Requirements:

Must possess an appropriate valid Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

PHYSICAL AND MENTAL DEMANDS

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

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.