CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Enterprise Applications Manager** **E-PLAN**
SG:E2-13
CS:N
FLSA:N
DEPARTMENT: **Information Technology Services** **EEO/SOCCODE:PR/11-3021**

JOB SUMMARY:

The Enterprise Applications Manager provides strategic leadership and oversight for the City's enterprise applications systems, ensuring effective utilization of technology to support and enhance business operations across all departments. Responsible for the implementation, development, and continuous improvement of enterprise applications, aligning technology solutions with organizational goals. Collaborates with business system owners, IT divisions, and vendors to ensure applications meet evolving business needs, while also contributing to IT strategic planning and future growth initiatives. Oversees the full lifecycle of applications management, from configuration and enhancement to risk mitigation and compliance with security and regulatory standards.

Provides supervision and direction to the Application Division staff fostering a culture of innovation, collaboration, and professional growth. Oversees project portfolio management; coordinates resources, timelines, and budgets to ensure successful delivery of application-related initiatives. Participates in IT leadership and technical teams, driving improvements in city-wide technology standards, policies, and operations. Responsible for vendor and stakeholder management, contract negotiations, and budget oversight, ensuring optimal use of resources while maintaining high quality service. Keeps current with emerging technologies and municipal trends to guide continuous evolution of the City's enterprise application systems.

SUPERVISORY RELATIONSHIP:

Reports to the Information Technology Services Director (ITSD). Works independently under applicable City, state, and federal regulations, policies, guidelines and standards. Supervises Applications Division staff. Provides oversight and assistance to systems and technical staff in other departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides strategic leadership and oversight of the City's applications systems promoting effective utilization and continuous enhancement of business solutions. Manages implementation, development, and services delivery of enterprise systems including strategic planning, coordination, prioritization, and goal setting. Collaborates with business system owners and leaders to understand business needs and translate them into actionable technology solutions. Serves as a liaison between IT divisions, City departments, and vendors to ensure applications meet business requirements and objectives. Assists with developing future growth plans, IT strategic plans and service level agreements, providing vision and justification for new technology advancements.

2. Oversees and coordinates the lifecycle, configuration and enhancement of all City enterprise application systems and other business-critical systems. Works closely and collaborates with IT Systems Analysts, other City Departments Business Systems Analysts and stakeholders to identify and prioritize enhancements that improve efficiency, functionality, and performance.

Facilitates and encourages continuous process improvements related to both technology and business function enhancements. Utilizes feedback mechanisms and analytics to evaluate the success of enhancements and guide future changes.

3. Manages the Applications Division team which consists of analysts, project managers and developers. Provides leadership, mentorship, and professional development fostering a culture of innovation, teamwork, trust, respect, collaboration and excellence. Plans, organizes, coordinates, assigns, and evaluates work and ensures timely completion of duties. Conducts weekly 1:1 meetings with direct reports checking on work balance, goals and accomplishments. Conducts annual performance evaluations on assigned staff. Provides coaching and corrective action in consultation with the ITSD Director and Human Resources as needed.

4. In coordination with and in support of the ITSD Director, manages requests for departmental systems, enterprise system upgrades and enhancements. Leads project portfolio management and prioritization process for the department. Oversees scheduling and resource allocation of Applications Division projects, upgrades and patches with other IT divisions and department staff. Coordinates communication on system and project status with other City departments.

5. Assist with budget preparation including forecasting staffing, equipment, and project needs. Collaborates with the IT Leadership Team and department management to prepare and oversee capital requests for enterprise system implementations and enhancements. Monitors and manages the approved budget; monitors expenditures, and recommends adjustments as needed. Sets improvement priorities based on budget and presents recommendations to the Systems Steering Committee. Manages and monitors software contracts and Computer Infrastructure Improvement Fund (CIRF) expenditures, proactively identifying necessary budget adjustments based on contract changes.

6. Manages relationships with third-party vendors, ensuring they meet contractual obligations and deliver high-quality services. Negotiates contracts, service level agreements (SLAs), and licensing agreements. Communicates effectively with stakeholders at all levels, keeping them informed of project progress and any potential issues.

7. Reviews project requests for the Applications Division, assigns staff to review IT requirements, and oversees the application request checklist process. Ensures technology contract negotiations follow best practices and comply with City and department contracting processes. Coordinates and oversees project management for projects assigned to or lead by the Applications Division. Ensures that implementation and enhancement projects are fully operationalized through development of service level agreements, knowledge base support and training documentation, and tiered support development and training.

8. Serves on the IT Leadership Team, Technical Management Team and Security Team, contributing to the improvement of City technology, policies, standards and operations. Leverages Information Technology Information Library (ITIL) and other management framework to establish standards and best practices for application services.

9. Identifies and manages risks associated with application operations and enhancements, including data security, regulatory compliance, and system downtime. Ensures applications adhere to security standards, regulatory requirements, and City of Bellingham policies. Develops contingency plans and conduct regular audits to ensure application resilience and security.

10. Maintains current knowledge of trends and developments in the IT field. Researches and evaluates the use of new applications, technology, standards and equipment. Assists the ITSD in planning for future acquisitions and upgrades to equipment and software.

ADDITIONAL WORK PERFORMED:

1. Serves as backup to lower level staff and to the ITSD to ensure the continuity of all services and support across systems and applications.

2. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- In-depth understanding of enterprise application systems (e.g., ERP, CRM, financial systems, HRIS, public safety).
- Knowledge and skills in utilizing application software which include, but are not limited to, Windows, Microsoft Office Suite, and related end user software and support best practices.
- Familiarity with IT service management frameworks such as ITIL, and project management methodologies (e.g., Agile, Waterfall).
- Risk management principles, including security best practices for enterprise applications.
- Proficient in developing IT strategic plans, growth roadmaps, and service level agreements.
- Municipal government operations and how technology supports public sector functions.
- City and department policies and procedures including work processes and labor contract provisions.
- Expertise in managing large-scale IT projects, including system upgrades, integrations, and new implementations.
- Project portfolio management, resource allocation, and prioritization strategies.
- IT budgeting processes, cost forecasting, and financial management related to software procurement, licensing, and contracts.
- Vendor negotiation, contract management, service level agreements (SLAs), and licensing agreements.
- Information technology contract negotiations and administration procedures, practices, techniques, and applicable laws.

Skills in:

- Strong analytical skills to assess business requirements and translate them into actionable technology solutions.
- Excellent verbal and written communication skills for interacting with stakeholders, technical teams, and vendors.
- Strong leadership, mentoring, and team-building skills with the ability to foster a collaborative, innovative work environment.
- Strong management skills including planning, organizing, problem analysis, decision-making, resource management, and time management.
- Understanding of regulatory requirements, data privacy laws, and compliance standards relevant to public sector IT systems.
- Developing project plans, timelines, and budgets to ensure on-time, within-budget project completion.

Ability to:

- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents, and to develop compliance programs as needed.
- Stay current with technological trends and advancements, and apply them to improve municipal operations.
- Identify system inefficiencies and recommend process improvements.
- Proactively identify risks related to application performance, security, and compliance, and implement mitigation strategies.
- Manage performance, provide constructive feedback, and support professional development of staff.
- Make sound, data-driven decisions under pressure, balancing technical needs with budgetary constraints.
- Ability to work effectively with diverse teams across multiple departments, fostering a culture of open communication and teamwork.
- Effectively allocate resources, manage time, and meet deadlines.
  Align technology initiatives with organizational goals and long-term strategic plans.
- Facilitate decision-making meetings and other governance processes
- Oversee a diverse project portfolio, ensuring successful delivery of multiple, concurrent projects.
- Coordinating cross-departmental teams and managing competing priorities.
- Prepare written reports and status information related to project goals and status.
- convey complex technical information to non-technical audiences.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills.
- Work on several projects concurrently.
- Establish and maintain effective working relationships with other employees, City officials, representatives of other government agencies and community groups and the general public.
- Maintains confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - May need to sit or stand for long periods of time;
  - Near distance visual acuity to assure proper operation of computers and software;
  - Ability to exchange verbal information in person and by telephone;
  - Occasionally transport components weighing up to 25 pounds;

WORKING ENVIRONMENT:

Work is performed in an office setting at a computer workstation with long periods of remaining stationary. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Six (6) or more years of progressively responsible experience in technology project management, Information Technology management, or applications systems support.

- Four (4) years of application systems support with at least two (2) years of enterprise systems support.
- Two (2) years of supervisory and/or management experience.
- An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.
- Agreement to and signature of a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to perform systems work outside of normal business hours.

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