CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Enterprise Systems Architect** **UNION:231**
SG:8
DEPARTMENT: **Information Technology Services Department** **CS:N**
FLSA:N
EEO/SOCCODE:PR/15-1243

JOB SUMMARY:

The Enterprise Systems Architect is responsible for the design of integrations between City technology platforms and business systems and serves as an expert on application technology platforms and custom software development. The position provides leadership for software development operations, including full stack development, application development on the OnBase solution platform, and integration development. The Enterprise Systems Architect is responsible for establishing development standards, procedures and best practices for the development of system solutions. This includes source control, documentation, code review, quality assurance, secure development, life cycle management, and all other development practices.

The Enterprise Systems Architect provides project management, training, direction and coordination to City business partners and IT staff on the effective use of City platforms and integrations to maximize the benefits and results of technology projects. Develops and recommends strategies to the IT leadership team for continuous improvement of platforms, technologies, and services that support application systems and implements strategic plans to assist in providing modern technology and data services that support the technology goals across the City.

SUPERVISORY RELATIONSHIP:

This position reports to the Information Technology Applications Manager. Works under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. Work is periodically reviewed to verify compliance with policies, procedures, and standards. Oversees, directs, evaluates and provides guidance to staff assigned to perform system development projects and ITSD staff directly responsible for system development.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Researches, evaluates, and recommends new technologies, frameworks, and tools to improve the development process and the City's core technology architecture. Identifies and recommends adoption of new technology and platforms to enable the City to achieve the goals of the technology strategic plan and business objectives. Remains current with emerging trends in software development and platforms. Continuously enhances skills and knowledge. Proposes changes and provides budget requests for technology platforms and development tools. Implements approved and funded application platforms and technology.

2. Responsible for architecting and developing integrations with core city systems and technology platforms. Designs integrations by performing or leading technical staff in analyzing systems, defining objectives and requirements, and creating development and

implementation plans. Sets best practices and provides direction and mentoring on all integration development, including those developed by third parties and business partners. Provides or reviews integration documentation for operational use and support and may provide training to support staff in diagnosing and resolving associate trouble tickets.

3. Designs and architects OnBase solutions to meet the needs of departments and\or workgroups with a goal of sustainability and replicability. Ensures system scalability, reliability, and performance. Configures OnBase workflows, document types, and user groups to meet organizational needs. Develops custom scripts, interfaces, and applications to extend OnBase functionality.

4. Works with technology staff and business partners to ensure compliance in all development and platform-based solutions with applicable regulations and City policies. Establishes procedures, and practices for development services based on industry best practices for development operations. Regularly reviews development work to verify compliance. Provides training and constructive feedback to business partners and IT staff to ensure compliance. Establishes reference documentation for the standards, procedures, and practices for use by staff performing development work. Educates staff that perform development on the standards, procedures, and practices to provide solutions that adhere to compliance requirements.

5. Maintains a comprehensive knowledge of the core system platforms used within the city and the integration functions and capabilities. Provides expert level consulting and proposes appropriate solutions in response to service requests for system solutions. Provides comprehensive information, well-considered recommendations, potential consequences, requirements and possible technology alternatives to support informed decision-making and ensure solutions align with the goals and objectives of the request.

6. Implements and utilizes standards and best practices to provide for secure development processes. Evaluates systems proposed for use by the City to identify potential issues with third-party development practices. Participates on the ITSD security team to inform and assist with development of security plans for City technology.

7. Utilizes Information Technology Infrastructure Library (ITIL) based continuous process improvement methodologies to maintain and update developed system solutions and applications. Provides a schedule for custom system solution review and consultation to support the life cycle of the solution. Works with key staff responsible for business decisions for applications to identify, plan and implement changes to system solutions.

8. Reviews all viable proposals for new systems or changes in comparison with existing application systems. Performs analysis to ensure that the City is effectively leveraging current application systems, platform technology, and development opportunities to support cost effective solutions and achieve the City’s goals. Provides recommendations for proposals where acquiring a purchased solution is determined to be the best alternative.

9. Assists with growing the knowledge and skills of technology staff performing development services for the City. Provides training, documentation, references, and consultation to assist staff to successfully perform development services to the standards established for the City.

10. Establishes and documents coding and application development best practices, and procedures for city staff, vendors, and business partners. Educates and mentors staff on development processes, source control, testing, deployments, updates, code review, and security. Works with staff, the Applications Manager, and the IT Director to address and resolve concerns with development practices.

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ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

2. May provide backup to System Process Analysts for their assigned applications and technology roles and responsibilities in urgent situations.

3. May be required to respond as directed by the Application Manager, Network Administrator or ITSD Director to significant technology events or system compromises, which prevent delivery of essential City services.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Expert on full stack design and development of multi-user application solutions.
- Expert on software architecture and design principles.
- Expert on DevOps practices and standards.
- Expert on web application development technologies and languages including JSON, current versions of component-based frameworks and tools such as Angular, the .NET framework, .NET Core, C++, SQL, and Power Shell.
- Comprehensive knowledge of development security standards and practices.
- Extensive knowledge of the Microsoft SQL Server database system and data classification and management.
- Extensive knowledge in the use of technology tools for analysis and development.
- Thorough knowledge of project management methodologies and frameworks
- Thorough knowledge of complex software application environments including multi-tier systems; hosted and remote services; web-based applications; and client/server application systems.
- Thorough knowledge of the Active Directory domain environment and the Azure Active Directory domain environment.
- Thorough knowledge of regulatory standards including PCIDSS, HIPAA, and CJIS.
- Understanding of the ITIL (Information Technology Information Library) framework and practices.

Skills in:

- Excellent skills in system analysis, debugging, and problem-solving.
- Excellent skills in planning, organization, and time management.
- Excellent communication skills.
- Excellent skills in change management.
- Excellent attention to detail.
- Strong skills in supervision and leadership.
- Strong documentation skills.

Ability to:

- Provide high quality application development services and consultation.
- Provide training for technical staff at all levels of technical experience and knowledge.

- Develop technical staff to become skilled software system developers.
- Establish and manage system development standards, procedures, and practices.
- Provide governance and leadership for development operations.
- Research and recommend strategy for the evolution of software technology.
- Communicate clearly with all levels of the organization.
- Provide continuous process improvement.
- Ensure data integrity, reliability, currency, accuracy, efficiency, and security.
- Work well in a collaborative team environment.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Consistently complete expected body of work within established deadlines.
- Ability to maintain security and confidentiality of systems and records while adhering to security policies and procedures.
- Physical ability to perform the essential functions of the job including:
    - Detect, diagnose and resolve data on a screen, signage and labels. Detect and evaluate sound quality and distinguish tones.
    - Operate a keyboard and other computer equipment and devices.

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:

- BA or BS degree in computer science, information systems management, or other IT field. MIS degree preferred.
- At least 6 years of experience using current technology to perform application development required including:
    - a minimum of two (2) years in a senior or lead developer role.
    - a minimum of five (5) years of progressively responsible experience in the design, implementation, and support of business integrations.
    - a minimum of three (3) years of experience developing web applications.
    - a minimum of two (2) years of experience providing full stack application development.
- Experience with software development frameworks required.
- Experience providing solutions utilizing electronic document management systems preferred.
- Experience providing architecture and development work in a governmental setting preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills, and ability to perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- The following Hyland certifications are required within six months of hire:
    - OnBase Administrator.
    - OnBase Workflow.
    - OnBase Work View.
    - OnBase Developer Specialist.
- IEEE Professional Software Engineering Master certification is preferred.
- Current Microsoft certifications applicable to this job are preferred.

- Employment is contingent upon passing a criminal conviction and local background check.
- Employment in this position requires Criminal Justice Information System certification within six months of employment and annual CJIS recertification while in the position.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

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