

Title: <b>Application Development Manager</b>	Effective Date: April 1, 2019	Grade: XVIII	Job Category: Professional
Prior Title: Application Development Manager	Prior Effective Date: February 13, 2019	Grade: XVIII	Page: 1 of 1

### *CHARACTERISTICS OF WORK*

The IT Application Services Manager operates under the supervision of the Assistant Division Head. This position manages the application staff for day-to-day operations, including coaching and providing other performance feedback as appropriate. Additionally, this position will ensure application service level commitments are met or exceeded, driving consistent best practices and support procedures to ensure services are delivered efficiently, consistently and professionally for our customers. The Application Services Manager must be committed to embracing new and challenging opportunities and to taking the ARDOT application portfolio to a new level of excellence.

### *EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Define how the scope, goals, and deliverables of IT applications should support business goals, fulfill end-user requirements, and identify and resolve systems issues in collaboration with management.
- Work with stakeholders to define business and systems requirements for new application technologies.
- Define the short- and long-term strategies for the application services to ensure effective delivery of applications that meets current and future requirements.
- Cultivate and disseminate knowledge of application-usage and development best practices.
- Negotiate vendor contracts with software and service providers.
- Manage Application Services staff, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Review budget proposals, and recommend subsequent budget changes where necessary.
- Work collaboratively with staff and senior IT leaders to develop annual division goals. Maintains roadmap for assigned areas.
- Serve as the escalation point for Application and relevant customer service issues.
- Work individually and collaboratively with Project Managers and IT Leadership to identify resources, risk, and communication that is necessary to ensure project goals are achieved.
- Ensure staff adhere to project timelines and associated tasks are defined and achieved; prioritize and communicate potential barriers and recommend alternate strategies.
- Ensure sound operational procedures are implemented and in line with industry best practices and standards to establish high availability and reliable access to applications.
- Ensure proper system documentation is created/maintained and that staff are cross-trained allowing continuity in system knowledge and operational consistency.
- Drive collaboration across teams to align enterprise architecture, documentation of support processes, policies and standardization of tools.

### *MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university in computer science, business administration, or related field of Information Technology application management OR the educational equivalent to a high school diploma plus four years of computer related experience. Ability to facilitate relations between business groups and technology department. Effective leadership skills. Experience at working both independently and in a team-oriented, collaborative environment. Ability to conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities. Ability to read communication styles of project team leads, team members and contractors who come from a broad spectrum of disciplines. Ability to effectively manage conflict within team dynamics. Advanced interpersonal, written, and oral communication skills. Adept at conducting research into project-related issues and products. Must be able to learn, understand, and apply new technologies. Ability to effectively prioritize and execute tasks in a high-pressure environment.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**