

MANAGER OF APPLICATION DEVELOPMENT

THE PURPOSE: Reporting to the Directory of Technology, the person in this position oversees Application Development for the Milwaukee Public Schools, providing research, development, support, and implementation of new software district-wide. The Manager of Application Development plans and organizes enterprise application development projects, enhancement projects, and software maintenance; manages the district help desk operation and application training program; directs the development and maintenance of Application Development standards and procedures; ensures a satisfactory level of service to end-users; participates in district strategic planning efforts, and supervises over thirty programmers, analysts, and supervisors.

ESSENTIAL FUNCTIONS:

- Manage the planning and organization of enterprise application development projects, enhancement projects, and software maintenance. Assign Application Development priorities, staff, and resources to projects. Oversee the system development life cycle to ensure reliable design, adherence to technology standards, and timely completion of projects.
- Direct the development and maintenance of Application Development standards and procedures, including project management, development life cycle, change control and production turnover procedures, software testing, vendor support, and implementation of new releases of purchased enterprise application software.
- Manage the district help desk operation, and direct the development and maintenance of the district help desk standards and procedures.
- Direct the business application training program.
- Ensure a satisfactory level of service to end-users. Resolve problems and monitor projects, help desk logs, and training programs, adjusting priorities and reassigning resources as needed.
- Participate in district strategic planning efforts, ensuring that the use of resources and planning efforts in Application Development are aligned with the district's strategic goals and initiatives for application development projects.
- Supervise staff members, including monitoring performance; setting goals; monitoring employee training; approving absences and overtime; and interviewing, evaluating, and recommending individuals for hire, promotion, or discharge.
- Ensure compliance with the district's information policies and standards.
- Monitor adherence to district security procedures as they relate to software applications.
- Be a steward of the financial resources of Application Development, from assisting with the development of the annual budget to controlling expenditures to developing RFPs and contracts. Adhere to district contract, budget, and procurement policies and procedures.
- Read industry publications, attend training programs, and actively confer with educational institutions, professional associations, K12 organizations, and vendors to keep informed about trends in technology, including advancements in systems development techniques, new application software, and programmer productivity tools, in order to determine compatibility with existing and planned systems.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in Information Technology, Computer Information Systems, or a closely related field from an accredited college or university.
2. Five years of recent progressively responsible information technology management experience performing duties closely related to this position. Two years of this experience must have been in a supervisory capacity.

NOTE: *Equivalent combinations of education and experience may also be considered.*

3. Residency in the City of Milwaukee within one year of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS:

- Knowledge of mainframe, client/server, and web-based computer hardware and software, including applications and programming.
- Skill in project management.
- Ability to stay current with emerging technology solutions.
- Knowledge of governmental accounting, budgeting, and procurement.
- Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- Exceptional skill in interpersonal relations.
- Strong ability to lead and supervise staff members.
- Knowledge of principles and methods of training.
- Ability to communicate effectively through oral communication.
- Ability to write clearly and concisely to compose documents such as memos, technical reports, budget summaries, policies and procedures, and performance reviews.
- Ability to work in a fast-paced environment and to meet multiple competing deadlines.
- Ability to recognize and solve complex problems.
- Ability to exercise good judgment in decision-making.
- Knowledge of customer service principles.

THE CURRENT SALARY RANGE IS: \$67,194-\$97,016 annually.