

CLASS SPECIFICATION
Business Solutions Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

GENERAL PURPOSE

Under general policy direction, manages the planning and development of technology business solutions and applications to meet bureau and City needs; evaluates and recommends the utilization of approaches for technology, based on industry developments and advancements; advises and provides consultation to management on system capabilities to meet City requirements; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Bureau of Technology Services (BTS) Business Solutions provides city-wide and bureau-specific applications development and management. The Business Solutions Manager is responsible for managing, coordinating and participating in long-term strategic technology planning and solutions to meet bureau and City needs. The incumbent is expected to remain up-to-date on technology and technological advancements in order to develop, plan and implement new technologies and solutions for the bureau and the City. Assignments require the use of independent judgment on issues that are complex, interpretive and evaluative in nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Manages, coordinates and participates in the planning for application development approaches to meet bureau and City technology needs; recommends comprehensive technology strategies and policies to the Chief Technology Officer (CTO); develops process improvements for improved efficiency through the use and implementation of new technologies.
2. Provides technology consultation to bureau directors and managers city-wide; develops projects and makes decisions and recommendations related to the planning, feasibility and cost/effectiveness of technology initiatives and systems consistent with City requirements.
3. Collaborates within the Bureau of Technology Services (BTS) to set standards, guidelines and policies for effective management of bureau applications and enterprise systems including; PortlandOnline, Portland Maps and the Payment Gateway.
4. Ensures technical solutions, long-term systems architecture and technological investments are aligned with City and bureau goals and objectives.

5. Manages highly professional application development, e-commerce/government, Geographical Information Systems (GIS) and enterprise architecture programs; responsible for management decisions related to hiring, training, assignment of work, and review of performance; determines appropriate staffing levels to deliver systems on schedule and within budget; oversees development of functional processes for area managed.
6. Uses strong listening, interpersonal, written, and verbal communication skills to communicate with a variety of stakeholders.
7. Oversees and participates in the development and administration of the Divisional annual budget.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of information technology management as applied to a large applications design and development projects including in-house development, Commercial off the Shelf (COTS) software solutions, and Software_as_a_Service (SaaS) services.
2. Knowledge and understanding of Software Engineering Institute's Capability Maturity Model (CMM) for Information or comparable methodologies.
3. Trends and directional developments in information technology as they apply to formulating technology solutions to corporate enterprise-wide objectives and continuous measurable improvement processes.
4. Customer relationship management and internal consulting concepts and practices.
5. Principles, practices, methods and techniques applicable to long-range and strategic technology planning.
6. Project management tools and techniques, including project cost accounting and project change management and control.
7. Systems integration and optimization design concepts and techniques.
8. Principles and practices of public administration, including governmental budgeting and City and State purchasing guidelines.
9. Research methods and statistical analysis techniques.
10. Principles and practices of sound business communication.
11. Knowledge of management theory and application.

Ability to:

1. Plan, organize, integrate and manage systems development, administration and computer operations programs and services.
2. Identify information management and technology issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
3. Analyze client business and technology needs, formulate conceptual frameworks and apply state-of-the-art technology to developing integrated, efficient and cost effective solutions.
4. Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
5. Set priorities and allocate resources to meet client needs in a timely, effective manner.
6. Exercise project management tools and techniques to ensure projects are completed on time and budget.
7. Understand, interpret, explain and apply City, state, and federal policy, law, regulation and court decisions applicable to areas of responsibility.
8. Develop and modify technology policies.
9. Present proposals and recommendations clearly and logically.
10. Represent the City effectively in meetings on a variety of technology issues.
11. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
12. Exercise sound, expert independent judgment within general policy guidelines.
13. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
14. Establish and maintain effective working relationships with all levels of City management, other governmental officials, consultants, vendors, employees, the public and others encountered in the course of work.
15. Organize work efficiently and exercise independent judgment in making appropriate decisions concerning work methods.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in management information systems, computer science, business administration, or a closely related field; and at least seven years of progressively responsible information systems experience, at least three of which were in a program management capacity; or an equivalent combination of training and experience. Experience in a public agency or corporate environment is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.

This class is composed of positions from the following class(es):

0934 CHIEF BUREAU OPERATIONS MANAGER. Adopted: 07-01-92

June 2009 - Change Job Class number from 7513 to 30000618, due to system change.

Revised 3-13-13- updated terminology and duties. Changed title from IT Strategic Planning Mgr