

## BUSINESS APPLICATION SUPPORT MANAGER

### FUNCTION OF THE JOB

Under direction of the Chief Information Officer, the Business Application Support Manager oversees implementation, development, support, and ongoing maintenance of applications including but not limited to Electronic Health Records, Informatics, and Data Analytics, ensuring their optimal operation and alignment with the County's strategic plan; manages teams that analyze business needs and leads project information technology initiatives, with respect to Informatics and Data Analytics Countywide; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs and coordinates the Business Application Support (BAS) unit for the planning, implementation, and on-going support of business application systems with respect to Informatics and Data Analytics Countywide.
2. Directs and coordinates all associated efforts in the development of business requirements and process modeling; directs application and analytics related efforts assigned to outside consultants.
3. Directs, implements, and maintains applications, data, and operational documentation procedures and formats for all business applications with respect to Informatics and Data Analytics Countywide.
4. Directs the development and maintenance of written policies, procedures, and standards covering all aspects of the unit.
5. Directs and provides oversight of the electronic health record to ensure all state and federal guidelines are followed.
6. Directs efforts that ensures compliance of HIPAA for security of applications and data analytics.
7. Directs the efforts of quality assurance and testing for applications with respect to Informatics and Data Analytics Countywide.
8. Provides leadership and direction for department-wide and Countywide applications.
9. Meets with department executive leaders and managers on a regular basis to ensure that the unit is providing a high level of customer service.
10. Oversees peer review of business requests to find common solutions and match the solutions to the enterprise architecture.
11. Conducts research and evaluation of trends in business, data and applications analysis techniques and tools, makes appropriate recommendations, and implements required changes.
12. Selects, assigns, evaluates, supervises, trains, and handles personnel problems of subordinate staff.
13. Establishes and maintains effective working relationships with staff and employees at all levels of the County, vendors, consultants, and the public.
14. Serves on the HHS Executive Team and participates in all HHS Executive Team activities.
15. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Thorough knowledge in mentoring, training and coaching staff in application administration, business analysis, data and project management techniques.
2. Thorough knowledge of application `principles, ITIL, Lean principles, and continuous improvement.
3. Thorough knowledge of modern principles and practices of information technologies.
4. Thorough knowledge of HIPAA/HITECH requirements and compliance.

## QUALIFICATIONS

### Essential Knowledge and Abilities (continued)

5. Comprehensive knowledge of problem-solving techniques for computer software system and applications.
6. Considerable knowledge of modern administrative, budgetary, managerial, and supervisory principles and practices.
7. Considerable knowledge of uses, requirements, and operation of computer and peripheral equipment.
8. Ability to plan, organize, assign, supervise, and review the work of others.
9. Ability to initiate, develop, implement, and administer policies, procedures, budgets, and strategic plans.
10. Ability to research and analyze detailed information and make appropriate recommendations.
11. Ability to plan, develop, implement, and evaluate projects and programs.
12. Ability to analyze complex problems, procedures, and data and follow through to provide solutions.
13. Ability to coordinate and direct concurrent projects.
14. Ability to communicate effectively, both orally and in writing, and to effectively present ideas, concepts, and recommendations.
15. Ability to manage cross-functional teams and lead, train, and motivate staff at all levels.
16. Ability to establish and maintain effective working relationships with staff and other employees at all levels of the County government, vendors, consultants, and the public.
17. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

### Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, computer science, or a closely related field.
2. Four (4) years of progressively responsible professional work experience in the Information Technology field, two (2) years of which must be as a project manager or leader.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.