

ERS FUNCTIONAL APPLICATIONS MANAGER

Employes' Retirement System

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

BENEFITS:

The City of Milwaukee provides a comprehensive benefit program that includes a defined benefit pension plan, a 457 deferred compensation plan, health and dental insurance, long-term disability insurance, group life insurance, tuition benefits, paid vacation, holidays, and sick leave.

PURPOSE: Under the direction of the Chief Technology Officer (CTO), the ERS Functional Applications Manager provides direct oversight of application projects and management of a team of software developers and functional analysts. The person in this position analyzes and recommends improvements to the business and technology processes of the Employes' Retirement System (ERS) by supporting, enhancing, and maintaining its comprehensive pension administration system: the Milwaukee Employes' Retirement Information Technology System (MERITS). The ERS Functional Applications Manager has mission critical responsibilities for the pension system, which serves 11,000 retirees and 12,000+ active employees.

ESSENTIAL FUNCTIONS:

- Serves as project lead for all applications projects, ensuring that the mission critical applications of the Employes' Retirement System (ERS) are appropriately supported.
- Manages information technology (IT) developers and functional analysts, assigning and reviewing work to ensure compliance with architectural and programming standards.
- Researches, analyzes, and recommends new application technologies as well as advises on enabling and emerging technologies that facilitate business operations and communications with members, retirees, contractors, and suppliers, while optimizing costs.
- Provides business metrics to the Chief Technology Officer (CTO) to drive areas of improvement.
- Works with the technical team to ensure that ERS service level requirements and disaster recovery objectives are met.
- Provides status reporting on projects, documents changes to processes, and maintains relevant documentation on environment and standards.
- Oversees applications lifecycle management in coordination with multiple vendors and in-house staff.
- Performs other job-related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in business administration, computer science, or a related field from an accredited college or university. **NOTE:** *Copies of transcripts should be submitted with application or sent to the City of Milwaukee, Department of Employee Relations, Attention: ERS-FAM, 200 E. Well St, Room 706, Milwaukee, WI 53202. (Student copies are acceptable.)*
2. Five years of experience in Java™ programming development, support, and maintenance, including three years of experience leading a team of technical staff as well as significant experience analyzing, documenting, and designing administrative and business operations processes and systems.
Equivalent combinations of education and experience may be considered.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- ◆ Experience working with pension administration applications and retirement processes.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of and skill in overseeing, implementing, and supporting software applications for large, complex computer systems, including recommending, designing, installing, administering, monitoring, troubleshooting, and upgrading software.
- Knowledge of Java™ programming best practices, and the ability to conduct code reviews, analysis, and standardization.
- Knowledge of various information technology platforms and operating systems.
- Knowledge of quality assurance and security related to enterprise computer systems.
- Knowledge of standard computer applications, such as word processing, spreadsheet, and database programs.
- Knowledge of basic principles of economics and accounting.
- Skill in analyzing and solving complex problems.
- Ability to use sound judgment in making decisions.
- Skill in researching and evaluating new service delivery methods and techniques.
- Knowledge of principles and practices of project management; ability to effectively use automated project management tools.
- Knowledge of leadership principles, including selecting, supervising, coaching, and motivating employees.
- Ability to lead and manage a staff of technical professionals in a project-oriented team environment.
- Interpersonal skills; ability to establish and maintain effective working relationships with management, direct reports, support personnel, consultants and vendors, and other agencies.
- Ability to manage customer relations and expectations and respond to customer inquiries and complaints.
- Oral communication skills, including the ability to explain technical concepts to non-technical audiences.
- Ability to effectively present information before groups.
- Written communication skills, including the ability to write clear reports, documentation, and correspondence.
- Planning, organizational, and time management skills, as well as the ability to work well under pressure.
- Self-directed and able to demonstrate initiative.
- Honesty and integrity.

THE CURRENT SALARY RANGE (11) IS: \$69,090 - \$96,722 annually with excellent benefits, including free parking. Appointment above the minimum may be possible.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job. The examination will be held as soon as practical after **December 9, 2011**. *Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.*

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.