

Manager, Applications

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of Manager, Applications.

Under the direction of the Chief Information Officer, this position is accountable for acquiring, planning, directing and managing Agency information resources and providing guidance, application and business services to the RTA staff. The Applications Manager's role is to supervise and maintain the organization's repository of software applications through best practices and the appropriate staffing and management of a technical team. In addition, this position will be responsible for planning and coordinating the processes required for the provision of user applications and systems necessary for business operations. This individual will apply proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of mission-critical information and software systems.

Responsibilities include but are not limited to:

- 1. Ensures that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues; Reviews and analyzes existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems; and cultivates and disseminates knowledge of application-usage best practices.
- 2. Researches and make recommendations on software products and services in support of procurement and development efforts; evaluate, installs, configures, and deploys new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.
- 3. Collaborates with analysts, designers, and system owners in the testing of new software programs and applications.
- 4. Analyzes documentation and technical specifications of any new application under deployment or consideration to determine its intended functionality; ensures that any new software integration into company systems meets functional requirements, system compliance, and interface specifications.
- 5. Designs, develops, and installs application enhancements and upgrades; coordinates feasibility studies for software and system products under consideration for purchase, and give advice based on findings; and contributes to pre-testing phase of development by evaluating proposals in order to identify potential problem areas, and make the appropriate recommendations.
- 6. Negotiates contracts with software and service providers; and liaises with company's software suppliers for prompt rectification of any problems or emergencies.
- 7. Manages and provides direction for the application team in support of business operations; and liaises with network administrators and software engineers to assist with quality assurance, program logic, and data processing.
- 8. Compiles and maintains inventory of company software and systems assets and their corresponding contracts/agreements; develops and communicates training and documentation for end users, hold clinics as necessary, and other user-related activities.
- 9. Develop, distribute, and coordinate in-depth end-user reviews for modified and new systems or applications.
- 10. Plans, organizes and coordinates the day-to-day activities of the systems and programming unit of the Information Technology department; defines programming and documentation standards, processes and procedures.

The ideal candidate should possess the knowledge, skill, and mental development equivalent to the completion of a Bachelors/Masters Degree in Computer Science or equivalent experience. Certification is preferred.

Looking for a minimum of ten (10) years of experience supporting end users in a client/server environment. Ability to prioritize multiple tasks and projects while maintaining deadlines and managing resources. Excellent analytical, negotiation, diagnostic, and problem-solving skills. Ability to manage and work in teams and work with minimal supervision. Strong people skills including, coaching, mentoring, performance management, and developing teams.

Strong project management, customer service, planning and organizational skills, and the ability to bring conflicting viewpoints to consensus are needed. Must be able to maintain confidentiality. Excellent verbal and written communication skills, ability to present in both technical and non-technical terms and translate concepts and requirements into tangible business solutions.

Demonstrated technical proficiency in the following areas is needed:

- Expert knowledge of Project Management Methodology and Software Development Life Cycle practices
- Expert knowledge of business processes (Business Process Model) and the application of technology in achieving business objectives.
- Knowledge of software should be sufficient to create applications, install and implement software independently.
 Demonstrated proficiency in utilization of system analysis techniques to define application requirements is required.
- Ability to prioritize multiple tasks and projects while maintaining deadlines and managing resources. Excellent analytical, negotiation, diagnostic, and problem-solving skills.

The work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum salary is \$82,150

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority Human Resources, Attn: 12-MA 175 W. Jackson, Suite 1650 Chicago, IL 60604

To apply online, go to: https://www.rtachicago.com/jobposting/?job=108