APPLICATIONS MANAGER

Location: Delaware Memorial Bridge, New Castle, DE

$81,267 to $97,850 annualized (Grade I)
(*Position and Salary commensurate with experience and skills*)

Opening Date: January 19, 2024   **Closing Date: February 19, 2024**

I.   POSITION SUMMARY

The Applications Manager specializes in providing high quality technology solutions that address the business needs of the Delaware River and Bay Authority through the design, development and/or recommended purchase of software applications. This position will have primary responsibility for application administration by optimizing performance through configuration, maintenance, problem identification/resolution, and root cause analysis. The Applications Manager will supervise and coordinate the evaluation, analysis, development, testing and implementation of software applications while adhering to IT Policies and Controls. This position will develop and manage test plans, training plans and implementation schedules and, as called upon, provide application specific training. The Applications Manager will manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned software applications. The Applications Manager will have direct supervision over the Application Administrators and provide training and mentoring to these positions. This position is responsible for following established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property and is subject to 24-hour call to maintain continuous operation of assigned databases and applications.

II.   ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure the Authority's applications meet business requirements and systems goals; review and analyze existing application effectiveness and efficiency and develop strategies for improving these systems; evaluate, install, configure, and deploy new applications; and plan and manage upgrades or enhancements to existing applications using effective change management processes
- Serve as a subject matter expert on Authority applications and ensure the performance and reliability of these systems by managing, configuring, administering, maintaining and performing daily/weekly/monthly preventative maintenance
- Fulfill end-user requirements; provide customer support and technical direction for problem resolution; research, analyze and determine root cause of program and/or system failures, test and implement resolutions, and ensure user accessibility
- Supervise, direct, develop, coach, motivate and train the Application Administrators in support of business operations; conduct performance appraisals for assigned personnel
- Enforce and monitor security policies and procedures for software applications using industry best standards
- Create, change, and delete user accounts; develop training and documentation for end users, and hold training sessions as necessary
- Act as liaison with vendors and consultants for the prompt rectification of problems and to purchase, install and upgrade applications
- Serve as a backup for other team members seeking cross-training in their areas of expertise and perform those duties in their absence as well as other duties as assigned
- Ability to provide superior customer service to everyone in a courteous and efficient manner

III.   REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent training, organizational and verbal and written communication skills
- Strong project management skills and/or substantial exposure to project-based work
- Strong problem-solving and debugging skills with the ability to work independently or effectively in a

team
- Strong knowledge of system and software quality assurance best practices and methodology
- Proven experience in overseeing the direction, development, and implementation of software solutions
- Extensive knowledge of Microsoft products configuration and deployment, including Office 365, MS Project, SharePoint, Active Directory
- Knowledge of latest Web development technologies, including best practices and design principles
- Working knowledge of MS Azure, Linux, SQL and Oracle preferred
- Strong customer service, supervisory, and conflict resolution skills
- Strong work ethic with a passion to quickly learn new systems, tools and procedures
- Strong attention to detail; goal oriented
- Ability to manage third party vendors and external contract resources
- Ability to complete multiple tasks under changing conditions
- Ability to provide excellent customer service
- Ability to lift and move computer equipment weighing 40 pounds
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

IV. REQUIRED EDUCATION AND EXPERIENCE
- Bachelor's Degree in Computer Science; significant experience (five years of relevant practical experience) may be substituted for a degree
- Three (3) years direct experience managing applications and/or systems management
- Experience working in organizations that support 24x7x365 environment preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES
- Valid driver's license

VI. SPECIAL REQUIREMENTS
- All potential employees will be subject to a background investigation and pre-employment physical and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must possess a high ethical and moral character as privileged access to confidential data will be a component of the job function
- Must possess excellent analytical, organizational, and communication skills
- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through, and manage multiple priorities to ensure goals are met in a timely manner
- Must have high level of interpersonal and customer service skills
- Required to travel to all DRBA locations to train and support database applications
- Required to be available for duty at all hours (24x7) in order to maintain continuous operation of critical applications and databases

****

If you are interested in applying for this position, please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.

The Delaware River and Bay Authority is an Equal Opportunity Employer