Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

FUNCTIONAL DUTIES This is a non-career, term job with the Metropolitan Washington Airports Authority (Airports Authority). Serves as the Manager, e-Business Solutions in the Enterprise Business Innovation & Analytics (EBIA) Department of the Office of Technology (Office). Implements and integrates Business Intelligence (BI) solutions for the Airports Authority. Manages the execution of e-Business solutions and strategies based on analyzing business goals and objectives. Manages a team of technical staff to deliver application support to the client community (Airports Authority end-users, business stakeholders, vendors, and the traveling public). Plans and executes innovative development projects using technologies across the domains of mobile applications, the web, the intranet, and Customer Relationship Management (CRM) systems. Partners with the Enterprise Architecture team to develop an understanding of goals, processes, and technology requirements to manage the development of applications using multiple technologies and platforms in a Service Oriented Architecture (SOA) on a cloud infrastructure. Works closely with managers on the EBIA team and other Office staff to deliver cross domain solutions throughout a variety of technology platforms. Performs related functions.

Through subordinate organizations, staff and consultants, or personally:

--Executes plans by providing hands-on technical development support to team members: integrates and develops solutions across different landscapes using a range of web technologies, such as Hypertext Transfer Protocol (HTTPS), HyperText Markup Language (HTML), Cascading Style Sheets (CSS), JavaScript (JS), Java/JavaScript and Pearl (JSP), JQuery, JavaScript Object Notation (JSON), Model-view-controller (MVC) Patterns, Extensible Markup Language (XML), and web Application Program Interfacing (API).

--Develops mobile solutions for the evolving mobile technology market using: iPhone Operating System (iOS): iPhone/iPod/iPad; Objective-C and Android – Java specifically for Android development; mobile web – HTML5/AJAX/JS/JQuery/REST specifically for mobile web applications; and Unity/C# specifically for iOS, Android, or mobile web applications. Integrates e-Business solutions using Java, CRM API (e.g. Salesforce, NetSuite, SalesLogix, Microsoft Dynamics), and/or .Net environments.

--Proactively identifies project risks and issues, and facilitates resolution with business stakeholders. Works independently to manage the success of projects from a technical perspective. Ensures that the appropriate enterprise architecture standards are developed and adopted in the delivery of projects.

--Analyzes business goals and objectives and translates business requirements into executable sprint packages or technical design specifications. Provides innovative strategies to facilitate requirements gathering during agile sprint sessions.

--Manages projects to ensure on-time, quality delivery, and successful completion. Manages development projects and system enhancements/migrations.

--Works to understand the Airports Authority's business processes and technology project delivery methodologies utilizing primarily the agile method for project management and in some cases, employing the Waterfall Software Delivery Life Cycle (SDLC) method. Applies the most appropriate method to tailor technological solutions.

--Ensures project compliance with organizational, operational, and delivery processes, as well as contributes to the development of architectural standards in conjunction with the enterprise architects.

--Leads the development of solutions to integrate across platforms from a technical perspective. Platforms will include but are not limited to, web/mobile platforms, Portals, CRM, SOA, Enterprise Service Bus (ESB), and cloud computing.

--Maintains the Airports Authority's official website, intranet site, along with the associated applications and systems, including but not limited to, the CRM systems. Works to achieve established Service Level Agreement (SLA) targets for supporting applications under assigned domains.

--Develops the guidelines and standards for in-house code development and ensures that the vendor supplied code is consistent with the established standards. Maintains the repository for source code. Ensures that all source code is reliably backed up and versioned to prevent disruption to the team while working.

--Keeps abreast of cutting edge technology in order to provide relevant input to team members and assist in mentoring team members to accomplish the objectives set by the EBIA Director.

--May operate a motor vehicle on and off the airport complexes to attend meetings make site visits and perform related functions.

--Communicates and interacts effectively with internal and external business contacts including, but not limited, to other members of the unit/team/Office, other Airports Authority employees (such as executives, managers, supervisors, professionals, and support staff), vendors/suppliers/ tenants, airport users, and the general public.

--Uses a computer or tablet for various applications (email and communications, word processing, compiling information for reports, spreadsheets, graphics, flow charting, planning, scheduling, presentations, etc.), as well as specialized software/systems in the Office, such as Enterprise Resource Planning (ERP) software.

--Performs other duties as assigned or as determined on own initiative.

MANAGERIAL AND SUPERVISORY DUTIES In the context of team functions and operations, provides:

Organizational Planning. Establishes goals. Develops program plans and milestones. Assigns priorities. Develops policies and procedures. Projects budget requirements and allocates available resources.

Program Direction. Communicates organizational goals. Keeps employees and other managers informed. Develops and establishes review systems to assist in achieving goals. Reviews costs, manages fiscal resources and maintains control over assigned Airports Authority resources and assets.

Human Resource Management. Selects, assigns and develops employees. Delegates and assigns work. Evaluates employee performance and administers human resource management programs established by the Airports Authority. Ensures the application of EEO principles and adheres to EEO requirements. Monitors supervisory and non-supervisory staff members, as well as consultants. Provides formal and informal training for staff members.

Program Evaluation. Reviews program quality and progress toward achieving goals on a periodic basis. Takes corrective actions to maintain work progress on schedule, improve employee performance or modify program goals or operations, as appropriate.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in Computer Science, Engineering, Management Information Systems, or a degree in another field providing a strong foundation for success in the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.

2. Eight years of progressively responsible experience in software development, including proven technical management experience and success in delivering projects in at least two of the following areas: web/mobile platforms, CRM, SOA, ESB, or cloud computing.

3. Education, experience or training indicating the ability to perform successfully as a first level supervisor such as the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory personnel functions.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and <u>may be</u> considered in the selection process, but they are <u>not</u> required to be rated qualified for this job.

1. A Master's Degree in Computer Science, Engineering, or related field.

2. Professional certifications in Microsoft, Java, or CRM technologies.

3. Experience integrating and redesigning legacy applications, familiarity with geographic information systems (GIS), and BI and Portal products, and experience working in an agile environment.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority-specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of at least one of the following: (a) iOS – iPhone/iPod/iPad, (b) Objective-C and Android - Java specifically for Android development, (c) Mobile web – HTML5/AJAX/JavaScript/JQuery/REST (specifically for mobile web applications); or (d) Unity/C# (specifically for iOS, Android, or mobile web applications) to develop mobile solutions for the evolving mobile technology market.

2. Knowledge of web technologies such as HTTPS, HTML, CSS, JS, Java/JavaScript and JSP, JQuery, JSON, MVC Patterns, XML, and web API to integrate and develop solutions across different web technology platforms.

3. Skill in developing at least two of the following: Java, CRM API (Salesforce, NetSuite, SalesLogix, Microsoft Dynamics), and/or .Net environments to lead the development and integration of solutions across platforms.

4. Skill in analyzing data and work from established procedures within the organization to manage the technical facets of major technology projects, such as working with project teams and enterprise architects to ensure projects are complying with established architectural standards, translating business requirements into sprint story boards, or technical design specifications.

5. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions. Examples include identifying technical issues that pose a risk to technology projects and working with business stakeholders to minimize and/or

eliminate risks; and integrating and developing solutions across different web/mobile technologies when technological advancements are introduced.

6. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner to define, implement solutions, and measure project delivery results.
7. Knowledge of business processes and information technology (IT) project delivery methodologies to identify project risks and issues, and facilitate resolution with business stakeholders and manage development projects and enhancements/migrations.

8. Skill in directing and matrixing teams in both agile and Waterfall SDLC settings to manage projects on-time, with quality delivery and successful completion.

9. Skill in developing project plans, timelines, and resource allocations while owning the business goals and challenging stakeholders and peers. Experience managing relationships with external IT vendors.

10. Skill in oral communication to understand verbal information (including facts, descriptions, ideas, concepts, conflicting assertions and arguments), and to express such information verbally so that others will understand, and concerning some issues, be convinced or persuaded. This includes the ability to encourage effective oral communication by others, such as senior leadership, business stakeholders, and program and project managers. Examples include explaining the rationale for selecting the technology and tool, discussing application of new technology processes, policies and procedures, and advocating for adherence to the vision of the team.

11. Skill in written communication to understand written information (facts, descriptions, ideas, concepts, conflicting assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand, and concerning some issues, be convinced or persuaded. This includes skill in the written work of others. Examples include as writing or reviewing architectural standards written by others and preparation of status reports.

12. Skill in using a computer and modern office suite software (such as MS Office) to plan, schedule, communicate (email), write reports (Word), research (Internet), and perform other functions and in using specialized Department/Office software and products.

RESPONSIBILITY Is responsible for providing technical management and leadership for major technology initiatives by developing technology solutions across the domains of mobile applications, the web, the intranet, and CRM systems. Work supports the strategic goals of the Airports Authority in terms of advancing e-Business opportunities for Airports Authority end-users, business stakeholders, vendors, and the traveling public.

Reports to the EBIA Director (Supervisor). Most work is accomplished independently, but requires or collaboration with colleagues, such as Office managers, enterprise architects, project managers, and business stakeholders to ensure projects are meeting the stated technology

objectives. Other work typically results from changes in the internal and external business environments (such as regulations/standards, business opportunities, strategic initiatives), which require proactive measures or reactive responses to identify issues, solve problems, make recommendations, take action, etc. The incumbent collaborates with and keeps the Supervisor informed and typically elevates highly complex or highly sensitive issues for assistance in resolution. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork adherence to guidelines, and other factors, including specific performance management requirements.

Guidelines and references include but are not limited to, Office policies, procedures, and standards (e.g. Office of Technology Standards, Change Management Process, Root Cause Analysis Procedure, Technology Advisory Committee Project Submittal Procedure, Electronic Communications System Policy, and Enterprise Technology Management Policy, etc.); Information Technology Infrastructure Library (ITIL), PMO best practices, etc. The incumbent selects the most appropriate guidelines.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files/reports, etc. The incumbent may sit for extended periods while performing desk work; moves about to obtain or distribute work materials, meet with people, etc. Regularly uses a computer to develop reports and perform other tasks; operates other office equipment. Frequently exchanges information by telephone. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated, and temperature controlled office and conference rooms.

OTHER SIGNIFICANT JOB ASPECTS None.