

**755.1 SUBJECT: SOFTWARE SUPPORT**

**:1 OBJECTIVE:**

Software Support is responsible for planning, coordinating, development, maintenance and implementation of custom and packaged application software utilized to solve the business needs of the City. This function also provides and administers technology related training, and coordinates and assists departmental users with implementation of Internet and Intranet business applications.

**:2 AUTHORITY:**

This procedure amended by City Council September 15, 2003.

**:3 DIRECTION:**

The Software Support Senior Manager serves at the pleasure of the City Clerk/General Administration Department Director, and receives direction from the Technology Management Division Chief Information Officer.

**:4 FUNCTIONS:**

**A. Application Support**

1. Responsible for the coordination, development, maintenance, installation and implementation of custom and packaged business application software.
2. Recommends standardized desktop software products to include, but not limited to, work processes, spreadsheets, end-user databases, groupware, etc.
3. Responsible for strategic and tactical planning of application software to ensure software continues to meet departmental users' business needs.

**B. Technology Training**

1. Responsible for the maintenance, scheduling and use of the Technical Learning Center (TLC).
2. Responsible for planning, developing and conducting appropriate training sessions to allow departmental users to better utilize hardware and software tools.
3. Responsible for identifying enterprise-wide training needs, developing programs to satisfy the needs, and implementing the programs.

**C. Data Base Administration**

Responsible for planning and development of data bases that reduce redundancy of data and permit easy access by Software Support and queries.

**D. Internet and Intranet Engineering**

Provides departmental users with training, and assistance in the development of internet and intranet related applications.

**:5 FORMS:**

None.

**:6 COMMITTEE RESPONSIBILITIES:**

None.

:7 REFERENCE:

Procedure adopted by City Council December 18, 1989, Item 16A-47; amended February 4, 1991, Item 3/50; amended December 9, 1991, Item 6/NN; amended April 19, 1993, Item VV; amended March 20, 1995, Item SS; amended August 31, 1998, Item 3K; amended April 3, 2000, Item 2PPP; amended September 15, 2003.

:8 EFFECTIVE DATE:

This procedure effective September 15, 2003.