

PROGRAM MANAGER, BTS

Job Code	Pay Grade
14682	SM5a

Nature of Work

This is administrative and supervisory work, planning and coordinating information systems activities, facilitating and resolving administrative issues associated with management information projects for Pinellas County enterprises. An employee in this class serves as a departmental expert on information systems and resolves related problems, provides leadership, confirms needs assessments and develops recommendations, to ensure office automation needs are met. Duties require a broad knowledge of data processing operations, telecommunications, technical support, networking, systems and applications programming. Work is performed independently with little or no technical supervision and under general supervision of an administrative superior.

Minimum Qualification Requirements

- 8 years of computer systems coordination, management, and project management experience that includes 2 years responsible technical supervisory experience including management training; or
- Associate's degree in computer science, information technology or a related field and 6 years experience as described above; or
- Bachelor's degree and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, coordinates, monitors, and facilitates administrative issues associated with the various projects including status updates, activity scheduling, prioritizing, training and developing consensus between management and implementation team, on project related requirements.
- Compares, estimates and assigns staff and resources for projects, including technical and support personnel, consultants and equipment.
- Assists implementation teams and affected departments to develop an efficient change management plans for new projects, including business process assessment, training requirements, and appropriate forms of communication.
- Reviews documentation to assure completeness and compliance with established standards, agreement terms, scope and deliverables, to ensure Pinellas County and consultants meet contractual obligations; refers associated issues to management for review and direction.
- Liaison with vendors to maintain current understanding of technology offerings, trends, and associated proposals.
- Prepares preliminary budgets; monitors expenditures of allocated funds and submits monthly status reports.
- Supervises selection, training, and conduct of subordinate technical and clerical employees; recommends discipline as necessary.
- Troubleshoots network communications, software and hardware problems; designs systems logic, debugs system program problems; and assists software vendors with problem resolution.
- Performs related work as assigned or required.

PROGRAM MANAGER, BTS (continued)

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Knowledge, Skills and Abilities

- Knowledge of operating characteristics, capabilities and limitations of several diverse computer system environments.
- Advanced knowledge of systems analysis, design, programming practices and standards, procedures and languages, and hardware/software system testing methods.
- Knowledge of principles and procedures of effective diverse project management, and skill in their application.
- Knowledge and acceptance of public administration policies, practices and methods applicable to Pinellas county government, and ability to compile, recommend and administer budgets.
- Skill in methods and techniques relevant to information systems research.
- Skill in preparation of contract specifications, vendor negotiation, and contract management.
- Skilled in public speaking and making presentations for staff and management.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.
- Ability to communicate technical information, and prepare comprehensive written reports that concisely convey ideas, plans, or status.
- Ability to coordinate and supervise application development and related support activities associated with the department and Project Management Systems.
- Ability to analyze and evaluate new technical developments, new hardware and software, and applicability to organization resource utilization.
- Ability to mediate issues dealing with conflicting opinions, priorities, and agendas.
- Ability to direct, plan, supervise, evaluate work, and advise technical, professional, and administrative staff; establish and maintain effective working relationships with public officials, BCC departments, county employees and the public.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.

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Created	EEOC Code	Overtime Code
6/08	Officials & Managers	Exempt