



Manager, Information Technology

Category: Exempt
Pay Grade: E29
Job Code: 14684

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs professional, highly technical, and supervisory work managing a major functional area of the Business Technology Services (BTS) Department; oversees task assignments, tactical oversight, strategic planning, project management, and facilitating and coordinating with other sections and functional areas, supervises subordinate supervisors and non-supervisory personnel.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, organizes, and directs work of a highly skilled business systems and technical staff, providing technology implementation services, including strategic and tactical business systems planning, project management, architecture and advanced technology, operating systems, middleware, component reuse, design, and programming services;
- Coordinates with Business Technology Services staff and County business units to define and develop new methods for providing services;
- Directs training and mentors department personnel and customers using enterprise services as part of their solution set;
- Performs planning, project management, and problem resolution, in direct support of technology initiatives;
- Conducts oral presentations, leads, participates, and facilitates meetings with senior management, vendors, staff, and stakeholders;
- Operates a personal computer and performs other related clerical and administrative duties;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree in computer science, business administration or a related technical field and eight (8) years of professional experience in managing technology projects or programs; experience must include one or more of the following: architecture and design, application development, production support, infrastructure support, enterprise server technology, project management, security management, and service level management that includes one (1) year of formal supervisory and training experience over subordinate technical staff; or a Bachelor's degree and six (6) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- 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 knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of information technology, analysis, and design procedures to correctly develop effective and efficient applications;
- Knowledge of application development, data administration, system architecture, data architecture, and data modeling;
- Knowledge of business requirements and workflows to tailor applications to the stakeholder's specific needs and satisfaction;
- Knowledge of research techniques, methods, and procedures to develop best practices and resolve technical issues;
- Skill to conduct research, perform systems analysis, and design in a timely manner, and ability to intake large amounts of data to identify technology that will contribute to maximum efficiency and effectiveness for County business systems;
- Skill in public speaking and ability to communicate technical information orally and in writing to County officials, and market propositions to BTS customers;
- Skill in strong communication, analytics, facilitation, and leadership;
- 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.;
- Ability to lead and motivate a highly skilled technical staff and establish and maintain effective working relationships with superiors, fellow employees, citizens, and others.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.