



CCC Information Technology Solution Developer, Team Lead

Category: Exempt
Pay Grade: 150
Job Code: 18464

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, technical and supervisory work managing and providing the technical support for a functional area of the Clerk of the Circuit Court and Comptroller. An employee in this classification analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. The incumbent plans, organizes, coordinates and supervises a technical staff involved in technical support, networking, hardware and software systems and other forms of information processing. An employee in this position is responsible for task assignments, tactical oversight, strategic planning, project management, collaborating and partnering with other sections and business functional areas. Work requires exercising independent judgment and the ability to deliver creative solutions to a wide range of administrative, technology, business, and organization issues or problems. Work is performed under the leadership of the Operations Department Head or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, organizes and directs work of business systems and technical staff, providing technical implementation and support to business units;
- Manages multiple projects and works with business units to develop plans for new system installations, systems upgrades and migration efforts;
- Directs teams in developing solution by preparing and evaluating alternative workflow solutions by applying problem solving and decision-making skills;
- Mentors and coaches team members in creating requirement documents and other such materials relating to new systems or re-engineering existing systems;
- Applies Solution Delivery Life Cycle (SDLC) process to deliver solutions that meet or exceeds deliverable.
- Enables teams to develop program specifications; adapts, integrates, codes, tests and debugs programs; and is responsible for executing several components of the development life cycle;
- Applies knowledge of organizational issues and technology (software and hardware) leading to the development of comprehensive applications;
- Consults with and leads partners and/or project teams on multiple aspects of design and/or development issues;
- Resolves highly complex and multi-faceted problems by providing guidance and direction to others who design and implement solutions;
- Reviews business requirements, contributing to project plans, and delivering quality solutions that adhere to Clerk's Technology SDLC and PMLC methodologies;
- Actively engages in new systems evaluation, planning, deployment and support;
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones, with a demonstrated ability to prioritize tasks for both self and others;

- Takes ownership of complex cross-sectional problems and leads a team to resolution with an appropriate sense of urgency;
- Communicates effectively, both verbally and in writing, to peers, team members, senior leadership and management team, vendors and stakeholders. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication;
- Provides regular feedback and performance review to the team members on improving organizational efficiency and effectiveness.

QUALIFICATIONS

Education and Experience:

At least twelve (12) years' experience with prior leadership or supervisor responsibility in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to five (5) or more of the following areas: Oracle Enterprise Resource Planning (ERP) System, Oracle Enterprise Business Suite, Case Management System, Enterprise Content Management, Oracle Business Intelligence, Microsoft Business Intelligence Solutions, ETL Management, Hyperion (Planning and Budgeting), Middleware Management, Application Design, Application Development (Client/Server and Web), Database Administration, Quality Assurance, Project Management, Document Management, Collaboration tools Management, Process Improvement/Innovation Management, and Digital Systems Management; or Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and ten (10) years' experience as described above; or Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and eight (8) years' experience as described above; or an equivalent combination of education, training, and/or experience as described above.

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 IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of and experience as an excellent solution developer with strong Microsoft Dot Net VB and C# and/or Oracle Application Development Framework (ADF), Oracle Forms and Reports 12i, Microsoft SSRS and SSIS/SSAS, OBIEE development;
- Knowledge of and extensive experience working with Microsoft SQL Server 2008 R2 and up and Oracle databases;
- Sill in competencies including Lead By Example, Skills in Team Building, Leveraging Diversity, Service Motivation, Vision, Influencing/Negotiating, Interpersonal Skills, Communication Skills, Accountability, Problem Solving, and Technical Credibility;
- Experienced in the use of SDLC and PMLC methodologies;
- Ability to direct others to implement new and novel technologies;
- Ability to mentor teammates; lead teams, and facilitate groups to achieve success through others;
- Ability to prepare and deliver effective presentations at all levels of the organization
- Ability to use diplomacy in dealing with difficult customers and delivery of services;
- Ability to communicate with tact, patience and courtesy at all levels of the organization;
- Ability to establish and maintain effective working relationships with partners;
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **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.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Repetitive motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **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.
- **Visual acuity:** Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.