Program Manager, BTS-OTI

Category: Exempt
Pay Grade: E26
Job Code: 14682

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 administrative and supervisory work, planning and coordinating information systems activities, facilitating and resolving administrative issues associated with management information projects for County enterprises; 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.

ESSENTIAL JOB FUNCTIONS (examples, 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 the County and consultants meet contractual obligations and refers associated issues to management for review and direction;
- Liaisons 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 and 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 other related job duties as assigned.

QUALIFICATIONS

Education and Experience:
Eight (8) years of computer systems coordination, management, and project management experience that includes two (2) years of responsible technical supervisory experience including management training; or an Associate’s degree in computer science, information technology, or a related field and six (6) years of experience as described above; or a Bachelor’s degree and four (4) 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 operating characteristics, capabilities, and limitations of several diverse computer system environments;
- 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 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;
- Skill 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.;
- Ability to implement new technology systems.

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:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- 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 dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.