

MANAGER, BTS

Job Code	Pay Grade
14684	SM4a

Nature of Work

This is professional, highly technical, and supervisory work managing a major functional area of the Business Technology Services (BTS) Department. An employee in this position is responsible for 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. The position is responsible for creating, initiating, performing and managing a variety of professional and technical tasks and activities in support of operational initiative.

Minimum Qualification Requirements

- Associate's degree in computer science, business administration or a related technical field and 8 years of professional experience in managing technical staff. 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 1 year of formal supervisory and training experience over many subordinate technical staff;
- Bachelor's degree and 6 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, 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 related work as assigned or required.

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.

MANAGER, BTS (continued)

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Knowledge, Skills, and Abilities (continued)

- 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 Pinellas 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.
- Strong communication, analytical, facilitating and leadership skills.
- 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; establish and maintain effective working relationships with superiors, fellow employees, citizens and others.

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Created	EEOC Code	Overtime Code
6/08	Professionals	Exempt