

BTS DIRECTOR

Job Code	Pay Grade
14688	SM3a

Nature of Work

This is highly responsible professional, technical, and administrative managerial work involved in the development, implementation, and maintenance of operations within various functional areas of the Business Technology Services Department. Employees in this class direct and coordinate the activities of several managers with multiple subordinates in various major areas of assignment. This position is the Enterprise Business Applications Officer for the Department of Business Technology and for the county enterprise providing management and leadership to other managerial and subordinate staff assigned to the various application service areas. An employee in this position will be required to develop strategic and tactical business application development plans that are aligned with the enterprise technology architecture and effectively support client department and agency business objectives and goals. Employees in this class are responsible for planning, supervising, coordinating and reviewing the work of subordinate professional and technical personnel involved in county business applications design, implementation, production and support. Work is performed under the general direction of the Deputy Chief Information Officer, BTS with considerable latitude and independent judgment.

Minimum Qualification Requirements

- Bachelor's degree in computer science, business administration or related degree and 10 years experience in Application Development, Production Support, Project Management, Architecture and Design, or related areas that includes 5 years progressively responsible experience in management of professional and technical staff; or
- 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

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

- Manages and directs the work of several other managers in the daily operation and support of all county business applications efforts.
- Plans, organizes, coordinates, directs and reviews the design, production, implementation and business support services for assigned application areas.
- Develops and recommends resolutions to problems to superiors.
- Provides guidance and direction in problem solving with subordinate staff.
- Identifies issues and technologies of value in the interest of strategic planning.
- Commits to and establishes good customer relations with county "clients".
- Identifies and implements improvements in business processes.
- Prepares and assists with departmental budget processes.
- Performs related work as assigned or required.

BTS DIRECTOR (continued)

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Knowledge, Skills, and Abilities

- Knowledge of customer business practices.
- Knowledge of the principles of organizational management, project management and strategic planning in a technical environment.
- Knowledge of electronic business concepts, authentication processes and electronic response.
- Knowledge of the dynamics of the technology markets, companies and how to conduct the research that identifies technology that will contribute to the efficiency or effectiveness of county business systems.
- Knowledge of architectures: platform, enabling, middleware, development and deployment.
- Knowledge of systems analysis and design.
- Ability to lead and motivate a highly skilled technical staff.
- Ability to organize and conduct meetings on technical subjects with non-technical users.
- Ability to plan, develop and implement business application systems.
- Ability to make decisions in a timely manner.
- Ability to present oral and written proposals to the senior management (elected and appointed) of the county, including all other BTS customers/clients.

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