

PUBLIC WORKS CAPITAL SUPPORT MANAGER

Job Code	Pay Grade
16788	P3

Nature of Work

This is professional technical, analytical, and episodic supervisory work in the application of advanced computer hardware and software in a civil engineering environment. Work involves responsibility for operation of the Engineering Department's computer systems involving coordination of important projects and activities with other departments and outside consulting firms. Work also includes development of alternatives for systems acquisition, expansion, enhancement, installation, maintenance, and development of improvements in processes associated with administrative, applications, and operating systems. The incumbent provides technical counsel to others, or supervises employees who provide assistance, training, technical guidance, and support to engineering personnel. The incumbent exercises considerable judgment in resolving issues unique to the coordination of Public Works department's engineering related activities and projects. The incumbent reports to a senior manager or designee.

Minimum Qualification Requirements

- 7 years professional and highly technical experience in the operation and coordination of software applications and hardware maintenance in an engineering, public works, and construction design/project management environment; or
- Associate's degree in computer science, engineering, project management or related field and 5 years experience as described above; or
- Bachelor's degree and 3 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 evaluates software and implements computer applications.
- Prepares detailed documentation including manuals, clarifying applications software, operating system, and system administration procedures.
- Investigates reported system or user errors, and performs modifications or corrections as required.
- Monitors software performance, surveys technical groups to determine adequacy of software in meeting user needs, creates test data sets, and develops routines to enhance application software/hardware performance; implements routine hardware and software upgrades.
- Develops on-going training programs in use of computer systems and application programs; counsels and provides technical assistance to junior personnel in performance of assigned tasks.
- Develops system security and control procedures.
- Assists in development and administration of service agreements for hardware and software maintenance.
- Performs related work as assigned or required.

PUBLIC WORKS CAPITAL SUPPORT MANAGER (continued)

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Knowledge, Skills, and Abilities

- Knowledge of the principles, procedures, operating characteristics, and capabilities of mainframe, micro/mini, and PC computers, as well as networking technology involved in combining equipment.
- Knowledge of methods and techniques relevant to automated mapping and land base information systems.
- Skill in uses of civil engineering software applications and related hardware, and communications hardware and software and networking.
- Advanced ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, communicate information in reports, and related matters.
- Ability to apply computer applications and software.
- Ability to program engineering design, drafting, drainage, mapping and survey, computer applications.
- Ability to coordinate information system maintenance and hardware service and repair, and perform minor, in-house repairs and maintenance.
- Ability to structure application implementation and optimize system performance.
- Ability to communicate clearly and concisely, orally and in writing, on computer systems and engineering design.
- Ability to lead, train, and evaluate the work of junior personnel; establish and maintain effective working relationships with employees and outside agencies as necessitated by the work.

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Revised	EEOC Code	Overtime Code	Type
3/10	3	C	E