

CCC INFORMATION TECHNOLOGY SOLUTION DEVELOPER, TECH LEAD

Job Code	Pay Grade
18462	150

Nature of Work

This is responsible professional, technical and supervisory work involving the technical solution development and support of the Clerk of the Circuit Court and Comptroller. An employee in this classification analyzes, evaluates, recommends, design and develops 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, hardware and software systems solutions and other forms of information processing. Additional duties may include network administration, user training, documentation, and report preparation. Work requires exercising independent judgment and the ability to deliver solutions to a wide range of administrative, technology, business, and organization issues or problems. Work is performed under the technical supervision of the Operations Department Head or designee.

Minimum Qualification Requirements

- At least 10 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 3 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.
- Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 8 years' experience as described above; or
- Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 6 years' experience as described above; or
- An equivalent combination of education, training, and/or experience as described above.

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 technical staff, providing support to business units.
- Develops solutions by preparing and evaluating alternative workflow solutions by applying problem solving and decision making skills.
- Creates or assists in creating requirement documents and other such materials relating to new systems or re-engineering existing systems.
- Develops program specifications; adapts, integrates, codes, tests and debugs programs; and is responsible for executing several components of the development life cycle.
- Consults with and may lead partners and/or project teams on multiple aspects of design and/or development issues.
- May work independently as the senior or lead developer and coach/guide others.
- Resolves highly complex and multi-faceted problems by providing guidance and direction to others who design and implement solutions.

CCC INFORMATION TECHNOLOGY SOLUTION DEVELOPER, TECH LEAD (continued)

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Illustrative Tasks (continued)

- Ensures defect free programming by testing and debugging using available/appropriate tools and participates in reviewing peer coding.
- Supports other members of the team in achieving project/business objectives and providing client services.
- Conducts program/system research, analysis, and problem resolution.
- Reviews business requirements, contributing to project plans, and developing quality solutions that adhere to Clerk's Technology SDLC and PMLC methodologies.
- Performs Quality Assurance procedures to deliver a high quality solution.
- Performs systems research, logic designs and programming; prepares systems flow diagrams; develops record layouts; designs forms and specifications; develops systems procedures; prepares computer programs; designs systems enhancements.
- Performs systems evaluation, planning, deployment and support.
- Acts as technical coordinator for projects, ensures operation by training business personnel and provide system support.
- Manages, and performs daily activities and multiple complex projects under the discipline of defined departmental business processes.
- Prepares and takes responsibility for project plans/schedules, and outlines requirements, tasks, work assignments, resources and critical milestones.
- Takes ownership of complex cross-sectional problems and leads a team to resolution.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.

Knowledge, Skills, and Abilities

- Knowledge of research techniques, methods and procedures to develop best practices and resolve technical issues.
- Knowledge of public administration practices and principles.
- Knowledge of analysis and research techniques, software development principles and techniques.
- Knowledge of seasoned 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 and extensive experience working with Microsoft SQL Server 2008 R2 and up and Oracle databases.
- Knowledge in problem solving skills and strong analytical and attention to detail.
- Knowledge and experienced in the use of SDLC and PMLC methodologies.
- Ability to understand and acquire new technical skills.
- Ability to multi-task, and work effectively in a fast-paced team environment with minimal supervision.
- Ability to work effectively with others; self-motivated and a team player.
- Ability to be flexible and able to adapt to change easily.
- Ability to recommend changes to improve operational efficiencies.
- 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 coach and/or lead team members as appropriate.

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Created	EEOC Code	Overtime Code
9/14	Professionals	Exempt