

CCC MANAGER IT APPLICATIONS/SYSTEMS

| Job Code | Pay Grade |
|----------|-----------|
| 18904 | 150 |

Nature of Work

This is highly responsible technical and professional work that is strategic and supervisory in nature. Assignments include the most advanced expert analytical, technical, and administrative work in information technology (IT) in support of mission critical operations for the Clerk of the Circuit Court. The incumbent performs as the highest-level subject matter expert managing in assigned fields and takes major responsibility for personnel, work products, standards, policies, and information technology assets. An incumbent is expected to identify and resolve the most complex work problems of a nature that supports or complements organizational efforts as well as lower level IT specialists and provides guidance to achieve and maintain superior department level customer service. Work routinely requires leadership, initiative, creativity, and original thinking. Assignments are generally performed independently or under the general guidance of senior management with extensive latitude for individual and team initiative, judgment, and discretion. The position reports to the Clerk's Technology, Chief Information Officer or designee.

Minimum Qualifications Requirements

- Candidate must possess designated certification or clearly be recognized as an expert in the field 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: application design, application development, database administration; network management; server management; enterprise architecture; quality assurance; security management; financial management; service management; production application services; asset management; middleware management; project/portfolio management; document management; or other IT subject matter areas of responsibility. In addition, a candidate must possess a combination of 10 years education, formal technical training, and leadership experience in directly related and highly advanced professional experience in information technology, management information systems, computer science, engineering, or an occupation evidencing competency in computer skills in a broad range of diverse business processes including supervision and team leadership with a focus on customer service and outcomes; or
- Associate's degree in information technology, computer science, computer technology, or related field plus 8 years of directly related experience as described above; or
- Bachelor's degree and 6 years experience as described above; or
- Master's degree and 4 years experience as described above; or
- An equivalent combination of related 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
- Incumbent may be required to demonstrate or be officially certified in one or more specific information technology functions or disciplines.
- Other highly desirable knowledge, skills, abilities and credentials relevant to the position.

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

- Applies expert-level technical knowledge, quality, dependability, judgment, communications and initiative, with demonstrated expert-level proficiency in order to meet design specifications of computer systems, programs and operating systems.
- Provides leadership that fosters commitment, team spirit, pride and trust through coaching, mentoring, recognizing, and guiding employees to achieve results through others.
- Uses interpersonal skills to influence and inspire others to follow, facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment.
- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance in order to motivate and influence others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Manages and performs personal daily activities and multiple complex projects under the discipline of defined departmental business planning and processes.
- Prepares project plans, schedules, and outlines requirements, tasks, work assignments, resources, and critical milestones, with a demonstrated ability to prioritize work for both self and others with effective follow-up and assignment completion.

CCC MANAGER IT APPLICATIONS/SYSTEMS (continued)

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Illustrative Tasks (continued)

- Coordinates the work of other technology professionals and vendors in meeting design specifications, desired outcomes, and service level commitments.
- Directs and performs analysis, evaluation, and selection of vendor supplied work products including hardware and software, determining optimum configurations and interfaces for systems and applications that meet design specifications and customer expectations.
- Identifies and analyzes complex problems; distinguishes between relevant and irrelevant information to make logical decisions as well as provides solutions to individual and organizational problems.
- Reviews test results prior to implementation; creates standards and policies for development, maintenance, and usage; identifies requirements for customized software and facilitates the completion of a business case for determining the acquisition of commercial products or custom development for business solutions.
- Takes ownership of complex cross-sectional problems and leads a team to resolution with an appropriate sense of urgency.
- Acts as a liaison with customers and vendors to coordinate resolution of complex problems.
- Initiates and pursues business process improvements to increase efficiency and effectiveness of information systems including people, processes, and technologies.
- Leverages and enforces industry best practices for the protection of county information assets.
- Monitors system and sub-system performance, and adjusts control parameters and service levels to achieve optimal outcomes.
- Provides reports of workload capacity, resource utilization, cost allocation, and billing information.
- 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.
- Performs supervisory functions, performance assessments, and evaluations of employee performance as required.
- Performs other related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge as an expert in standard office practices, procedures, policies, personal computers, operating systems, and related software applications.
- Capable of facilitating cross platform technology integrations using various technologies.
- Skills to supervise and manage personal daily activities and complex projects for self and others that may cross organizational boundaries.
- Skills in Team Building, Leveraging Diversity, Service Motivation, Vision, Influencing/Negotiating, Interpersonal Skills, Communication Skills, Accountability, Problem Solving, and Technical Credibility.
- Ability to use and apply reference materials to research and solve complex problems.
- Ability to direct others to implement new and novel technologies, soft skills, related organization processes and procedures.
- 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 various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist lower level personnel with training of new technologies.
- Ability to establish and maintain effective working relationships, both inside and outside of the work section.
- Ability to self-develop relevant job-related skill(s) for current and future roles.
- Ability to understand, follow, and to provide specific instructions, priorities, policies, and procedures.
- Ability to identify, troubleshoot, manage, and resolve complex problems.

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| Created | EEOC Code | Overtime Code |
|---------|----------------------|---------------|
| 11/13 | Officials & Managers | Exempt |