

CLERK'S TECHNOLOGY, MANAGER OF APPLICATIONS

Job Code	Pay Grade
18910	150

Nature of Work

This is professional, technical, administrative and supervisory work directing the financial systems development and maintenance function for the Clerk of the Circuit Court (CCC). An employee in this class is responsible for creating and controlling the departmental budget as well as planning, coordinating, assigning, and supervising technical staff. Subordinates are engaged in computer systems and procedures development, programming, systems implementation, and computer operations. Work includes the responsibility for administering internal organizational practices such as: documentation requirements, software equipment configuration, and machine utilization. Work requires exercising independent judgment in determining courses of action, development, and presentation of organization initiatives. The incumbent reports to the Clerk's Director of Technology.

Minimum Qualifications Requirements

- 6 years instructive analysis or operations, applications, and technologies in directly related IT (Information Technology) computer business support services processes that includes lead worker, supervision, or supervisor training; or
- Associate's degree in IT (Information Technology), MIS, (Management Information Systems), computer science, or related field plus 4 years of directly related experience in IT; or
- Bachelor's degree and 2 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 may be required to actually demonstrate or be formally certified in one or more specific IT function(s).
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Creates and maintains policies and procedures framework that governs and controls the organization's budget.
- Supervises, manages, and provides technical direction to subordinate software developers, machine operators, and clerical staff on methods and means of completing assignments.
- Directs and conducts feasibility studies.
- Analyses and administers system design, system programming, and related training.
- Determines personnel assignments, project objectives, and production schedules.
- Reviews systems current and proposed procedures and program documentation.
- Directs and coordinates project baseline and implementation plans.
- Selects software and determines programming standards.
- Coordinates with departmental heads responsible for various elements of projects to ensure cooperation and further definition of the nature of current and future projects.
- Prepares progress reports pertaining to project status.
- Determines equipment operating costs by reviewing machine utilization reports.
- Monitors performance and metrics.
- Analysis of activity that supports Key Performance Indicators (KPI) and Service Level Agreement (SLA) metrics.
- Coordinates Change/Release Management.
- Monitors System Development Life Cycle (SDLC) Compliance.
- Analysis of current and future hardware performance capacity.

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Illustrative Tasks (continued)

- Reviews, as needed, functional and technical requirements, deliverables, and documentation.
- Participate as an active member of the OPUS Sponsor Committee and attends Oracle Business Applications Executive Committee (OBAEC), as required
- Monitors Information Technology Infrastructure Library (ITIL) business process, Project Management Office (PMO) process, and SDLC.
- Facilitates resolution of issues into production.
- Attends PMO meetings as needed.
- Facilitates communication to the eBusiness Suite (EBS) community.
- Coordinates developmental training.
- Assists in development and administering of Enterprise Resource Planning (ERP) Support Team performance reviews.
- Maintains Sharepoint site for ERP Support Team.
- Assists in developing and implementing test plans.
- Participates in hiring, disciplinary, and termination of ERP Support Team.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the operating characteristics, capabilities, and limitations of computer equipment.
- Knowledge of ERP financial systems and programming practices.
- Ability to direct and develop a comprehensive data processing program.
- Ability to present projects and ideas clearly and concisely, in both written and oral form.

For official use only

Revised	EEOC Code	Overtime Code
8/11	Officials & Managers	Exempt