| **Software Applications Manager** | **Class Code: 1558** |
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| | **Work Days: 225** |

## GENERAL PURPOSE

Manage, plan, organize, and supervise software applications services within the Information Technology Division; coordinate assigned activities with other divisions and outside agencies; and provide highly responsible and complex administrative support and project management to higher level management staff.

## SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.

2. Exercises direct supervision over management and technical staff.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Develop and implement goals, objectives, policies, priorities, and strategic plan; identify resource needs; establish schedules and methods for providing specialized services; recommend and implement policies and procedures.

2. Manage, plan, organize, and supervise software applications services within the Information Technology Division.

3. Evaluate OCDE software applications needs and apply technical principles and concepts to develop, implement, and support software applications and business solutions.

4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.

5. Review, investigate, evaluate, and select new technologies for current and future business needs; ensure that all technologies comply with Department of Education standards and strategic direction.

6. Resolve difficult and complex software application problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

7. Provide assistance to school districts, other divisions and departments on applications development, upgrades, and replacement.

8. Receive and analyze requests for system modifications or new software applications in assigned program area; coordinate, recommend and implement solutions to problems and perform detailed analysis, implementation, and testing of new applications.

9. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.

10. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.

11. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.

12. Plan, prioritize, assign, and review the work of staff responsible for providing Information Technology services; prepare work schedules for appropriate staff.

13. Collaborate in the development of software application requirements and requests for proposals (RFP); and participate in RFP evaluation panels and vendor product/service assessments.

14. Develop and maintain project schedules; plan, organize, coordinate, schedule, and track project tasks and milestones.

15. Contact vendors for solutions, technical reference, and/or services required to implement software applications.

16. Analyze procedures and data to develop logical solutions to complex software application problems.

17. Create and perform complex software application analysis design duties.

18. Evaluate software application practices and create software application standards, policies, and procedures.

19. Analyze data using MS Structured Query Language (SQL).

20. Design, develop, and maintain reports and dashboards using application reporting tools.

21. Keep up-to-date on business software applications and implementation, database architectures, technologies, and methodologies, and attend training classes as necessary.

22. Conduct meetings with customers and transform requirements into effective implementations.

23. Monitor quality assurance and security procedures for software applications.

24. Independently perform complex applications/systems analysis.

25. Verify stability, interoperability, portability, security, and scalability of application architecture.

26. Install, research, test, and verify proper functioning of software updates.

27. Create and enforce security standards as defined by the IT Division.

28. Attend and participate in professional group meetings; stay abreast of new trends and innovations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

29. Demonstrate attendance sufficient to complete the duties of the position as required.

30. Perform related duties similar to the above in scope and impact as required.

**QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

**Knowledge of:**

1. Principles, practices, methods, and techniques of information systems project management.

2. Methods and techniques used to design, develop, test, and deploy software applications.

3. Methods and techniques used to test and implement software applications.

4. Principles and practices of computer programming and systems analysis.

5. Principles and practices of programming languages and operating systems.

6. Methods and techniques of evaluating business requirements and developing information systems solutions.

7. Concepts and principles of business applications design, development, implementation, and support.

8. Concepts and principles of software application design, development, and implementation.

9. Principles and practices of system testing, analysis, and security administration.

10. Advanced methods, techniques, and design of databases.

11. Advanced methods and techniques of reporting and analytic tools.

12. Principles and practices of program administration.

13. Principles and practices of budget preparation and administration.

14. Principles of effective supervision, leadership, training, coaching, and performance evaluation.

15. Pertinent federal, state, and local laws, codes, and regulations.

16. Methods and techniques of developing complex software application training/support manuals and documentation.

**Ability and Skill to:**

1. Oversee and participate in the management of software applications.

2. Manage multiple large-scale complex projects.

3. Serve as project manager on large implementation and analysis projects.

4. Evaluate client business requirements and implement information technology solutions.

5. Perform highly complex systems analysis duties.

6. Design, configure, and test software applications, system hardware, and software problems.

7. Troubleshoot highly complex hardware and software.

**Ability and Skill to (cont.):**

8. Research and evaluate new technology in assigned area of responsibility.

9. Troubleshoot and diagnose operational problems and articulate resolutions.

10. Participate in the development and administration of goals, objectives, and procedures.

11. Prepare and administer program budgets.

12. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

13. Research, analyze, and evaluate new service delivery methods and techniques.

14. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.

15. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

16. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

17. Establish and maintain effective working relationships with various constituencies.

18. Prepare clear and concise correspondence, reports, and other written materials.

19. Interpret and apply federal, state, and local laws, codes, and regulations.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in a computer related field, and five (5) years of extensive experience in the areas of software applications management. This includes software applications design, requirements analysis, evaluation, development, implementation, and support including two (2) years of administrative and supervisory responsibility.

**PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Physical Demands**

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employee typically works in an office environment that is fast paced with high pressure.

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