



Salt Lake County Job Description

Associate Division Director, Software Development & Support

DEPARTMENT: Administrative Services

DIVISION: Information Services/6050

JOB CODE: 107 **GRADE:** 22

FLSA STATUS: Exempt

SALARY PLAN: GEN

EFFECTIVE DATE: 12/6/2016

SAFETY SENSITIVE: No

JOB SUMMARY

Manages the design, development, implementation, analysis, production, maintenance and support of Salt Lake County's Information Technology (IT) software applications and support programs including mainframe, client server, Business Intelligence (BI), ERP, Web, GIS, wireless and emerging technologies.

Provides strategic and operational IT leadership countywide.

MINIMUM QUALIFICATIONS

Fifteen (15) years of related experience, of which five (5) years must have been in a leadership position managing development engineers and related professionals. OR a Bachelor's degree from an accredited college or university in Information Technology or other closely related field, plus ten (10) years of related experience, of which five (5) years must have been in a leadership position management development engineers and related professionals.; OR an equivalent combination of related education and experience. Education may not be substituted for the required Leadership experience.

Professional certifications in software full life cycle development, project management, and/or an advanced degree in a related field preferred.

Due to the nature of this position, the successful applicant must pass a required pre-employment background check and subsequent mandatory background checks in accordance with current County Human Resources policy requirements.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Establishes and maintains positive business relationships with managers countywide to actively market and educate them on importance of User community cooperation and compliance in the safe use of software programs. Leads and influences peers, customers and staff in executing the goals of the County.
- Develops and maintains effective working relationships with customers, vendors, peers, subordinates, support personnel and team members.

- Partners closely with business leaders and executive management team on IT needs. Anticipates future needs and proactively identifies solutions based on the county's strategic direction. Analyzes complex business needs and identify integrated technology solutions.
- Manages multiple tasks and responsibilities in high-pressure environments; excelling at pinpointing and resolving problems in early project stages to avoid cost/time expenses
- Builds and manages multi-disciplined software teams and oversees the development processes using industry best practices
- Manages, directs, and coordinates activities through managers and supervisors to ensure the highest quality of delivery of services including: hiring, firing, promoting, orienting, training, assigning work, performance management and discipline.
- Sets the technical direction for the team, works with the enterprise architecture team to evolve the technical platform, and make appropriate technical choices.
- Oversees the software development life cycle from technical requirements through QA, release and deployment.
- Develops projects and initiatives to deploy best in class technical solutions that ensure the highest level of service while optimizing personnel, long-term hardware, licensing and maintenance needs.
- Works effectively with customers, product managers, project managers, engineers, and the senior leadership team to allocate development resources appropriately across various projects, juggling current customer/prospect needs with longer term product roadmap requirements (weighing, balancing, & communicating the tradeoffs as necessary)
- Maintains awareness and point of view on emerging technologies, architectures and industry best practices
- Ensures architectural principals and standards are clearly defined, documented, communicated and maintained across project and product lifecycles (in partnership with other leads)
- Develops IT cost metrics for budgeting and employee headcount analysis, current and projected.
- Prepares projections on IT capital budget and monitor expenditure levels.
- Evaluates IT key performance indicators. Analyzes monthly department budgeting and accounting reports to maintain expenditure.
- Manages vendor contracts and management of distributed development teams and resources.
- Encourages innovation while weighing cost against benefit of information technology investments.
- Manages multiple tasks and responsibilities in high-pressure environments; excelling at pinpointing and resolving problems in early project stages to avoid cost/time expenses.
- Supports change management process to manage software releases, application patching and changes to production configurations
- Implements processes and metrics to ensure the software development organization is extremely efficient and focused, and that the products are market ready. Lead the software development team to drive successful delivery of all products while contributing to the product strategy and the overall product roadmap
- Assists in the establishment of an organizational model, standards, procedures and controls to ensure effective, secure and consistent delivery of services.
- Drives continuous improvement initiatives to provide operational efficiencies and cost reductions.
- Leads the IT organization where change is frequent and the demand for effective technological solutions is high
- Partners with Information Security Officer to understand team's roles and responsibilities within the IT disaster recovery plan (IT DRP.) Ensures that all systems conform to the security policies of the County and meet regulatory requirements.
- Drives the development life-cycle from requirements analysis, feasibility estimates, design, code, documentation, testing, implementation, and support.
- Owns the development lifecycle, resource planning, project estimation and is responsible for managing technical risks throughout the project.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Software concepts, principles and best practices for applications and architecture; design and testing; hosting and cloud based services; Internet/Intranet technology and mobile devices
- SDLC, software architecture, development technologies, tools, and practices
- Microsoft products including but not limited to Office, .NET, MS SQL, SharePoint, and MS Project
- Current and emerging technologies including by not limited to: ERP (PeopleSoft); Desktop applications (Exchange email and calendar, MS Office, SharePoint, Wendia POB); Web (Explorer, Google Chrome, Firefox); Mainframe (COBOL, Natural, JCL, SAS); Geographic Information Systems (GIS, Esri)
- Building highly scalable applications and APIs using a wide range of open source technologies (SVN, Eclipse, Tomcat, Red Hat, Jenkins, Maven.)
- Multiple software development languages (.NET, ASP.NET, Java, HTML, CSS), platforms and software architecture
- Project management principles and techniques including project budgeting, quality assessment and control and resource management
- Organizing and prioritizing projects and work assignments and review, establish, and maintain project schedules
- Experience and knowledge of strategic planning, process improvement, program evaluation, and change management.
- Diverse business experience with specific knowledge of county and state government business systems and applications.

Skills and Abilities to:

- Communicate effectively, both verbally and in writing.
- Approach a problem through a logical, systematic, and sequential process. Think logically and systematically; solve complex problems; effectively apply general principles to specific conditions
- Ability to work effectively in a coordinating role across multiple disciplines, a strong,
- Strong ability to assess business needs, gather requirements, and provide creative and effective business intelligence and analytics solutions in conformance with emerging best practices and technology standards.
- Approach a problem through a logical, systematic, and sequential process. Think logically and systematically; solve complex problems; effectively apply general principles to specific conditions.
- Ensure IT requirements are compliant and support customer specific needs, countywide policy, standards, infrastructure, business processes, and state and federal mandates
- Establish and maintain effective partnerships, through collaboration and teamwork, to assure effective use of information technology in support of the County's business needs
- Develop clear requirements for internal information technology staff and third-party vendors
- Implement and then act as an advocate for best practices and technology awareness
- Market new concepts and champion change
- Produce results within a large, decentralized organization
- Manage expectations, set realistic goals, and achieve them.
- Acts with discretion, professional integrity, confidentiality and good judgment in all matters

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work duties are typically performed in a general office setting.

IMPORTANT INFORMATION REGARDING THIS POSITION

May be required to work holidays, nights, and weekends as needed.

Revised Date/Consultant's Initials: 12/2/2016 HA
5/18/2017 ASD
12/29/2017TB