



IT MANAGER – ARCHITECTURE AND SOFTWARE DEVELOPMENT

Department: Information Technology
Job Class #: 635600
Pay Range: Executive 11 (salaried)

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

The IT Manager Architecture and Software Development sets the strategic and tactical direction for the Division, makes decisions independently, and understands technologies used in County operations and the supporting technical theories. This position provides primary direction and supervision to IT staff who are responsible for planning, developing, maintaining and enhancing applications/systems for County Departments, Offices, Courts and affiliated agencies. The IT Manager is responsible for developing creative and innovative solutions and driving execution from initiation to completion. This position is also responsible for assessing and monitoring the Division's business and project performance, establishing service levels, and addressing resolution of escalated issues. Additionally, this position must work cross-functionally and effectively with other IT professionals and department tech staff to fulfill service-level agreements and ensures that appropriate IT resources are identified and distributed where needed. This position works with departmental, state, federal & local stakeholders to negotiate the initiation/continuance of applications/systems based on business needs and available resources, and institutes adequate controls for underlying programs per departmental, state, and federal IT policies & standards.

ESSENTIAL FUNCTIONS:

The IT Manager for the Architecture and Software Development Division, provides domain expertise and leadership in IT Department projects and assessments with the following responsibilities:

- Direct and manage: multiple teams of software developers; day to day engineering tasks for the Division; software design, development, support and maintenance; system and infrastructure architecture; complex system integration and web services; database development and migrations; UI design and development, SAAS software and platform configuration and related activities.
- Design and develop solution strategy, which supports productivity, maintainability, interoperability.
- Conduct, manage, and enforce code reviews.
- Enforce proper unit, integration, system performance level tests, code coverage, and static/dynamic code quality metrics.
- Educate and enforce proper and efficient API/framework documentation.
- Provide troubleshooting and root cause analysis for production issues that are escalated to the senior engineering team.
- Perform backlog management and prioritization of engineering technical tasks and technical debt.
- Develop cutting edge solutions to maximize the performance, scalability, and distributed processing capabilities of the system.

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- Create and integrate features for county enterprise software solutions, write web services, business objects, and other middle-tier framework, and leverage open source and other technologies/languages and autonomously be able to make use of those decisions.
- Direct teams of highly skilled software engineers in JIRA code management, Object-Oriented programming, use of standardized libraries and designs to deploy enterprise software solutions locally or in the cloud.
- Lead software development with LEAN and Agile/Scrum methods and tools including daily stand-ups, test driven development, automated unit testing and test fixtures, and pair programming as well as constant communication within each self-managed cross functional team.
- Provide leadership and direction through developed short and long-range technology plans. Review and update annual and multi-year plans to assure their implementation and continued maintenance.
- Manage assigned operations to achieve Division goals within budgeted funds and available personnel.
- Lead the process of establishing project scopes, system designs, business and technology analysis, system development, and testing throughout the system's lifecycle.
- Plan and organize workloads and staff assignments; review progress, and direct changes in priorities, schedules, procedures to meet deadlines.
- Provide periodic reports of enterprise technology and support activities as required to achieve and maintain performance measures.
- Be a visible leader in organization change management for IT related initiatives.
- Lead change management and risk management, identifying appropriate resources and developing schedules to ensure timely project completion. Manage risks by considering the ultimate impact of decisions and actions.
- Select, supervise, coach and evaluate assigned staff. Establish work rules and performance standards, conduct and oversee performance evaluations and initiate and implement disciplinary actions as needed. Resolve grievances and other personnel matters. Provide for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands.
- Motivate staff by setting and achieving challenging goals; demonstrate persistence in overcoming obstacles.
- Oversee the development, implementation, and maintenance of technical solutions, support standards, business continuity, and disaster recovery.
- Develop service level agreements and service level standards to support efficient and economical performance.
- Partner closely with other department managers to ensure proactive planning, smooth deployment, and excellent on-going support for their applications.
- Improve, tune and expand all systems as growth demands.
- Effectively market IT services, promote technology initiatives, and advocate strongly for project benefits.
- Plan, develop, and administer the Division's budget and provide data for cost allocation.

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- Provide excellent customer service for assigned areas, adapted to the needs of Pierce County departments.
- Participate as a member of the Information Technology management team and plan, organize, and set performance measures for goals, initiatives, staff and Division budgets.
- Serve as a technology ambassador and liaison for the Information Technology Department by establishing and providing proactive communication with clients, team members, and management. Conduct outreach to peer organizations, universities, and external clients.
- Present County technology achievements at IT conferences and participate as a member of County-wide, State-wide, and other committees and groups when necessary to fulfill the general duties of the position.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, and holidays.

OTHER JOB FUNCTIONS:

- Assist department director with special projects as assigned.
- May function on behalf of the Director of Information Technology.
- Perform other job functions as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Strong object-oriented design and development, knowledge of design patterns and their implementation, creating tools to automate the deployment of an enterprise software solution to the cloud
- Multi-tier application design and development.
- Multi-threaded design and development.
- Design patterns and their implementation.
- Comprehensive subject-matter expertise in government technologies, strategic technology planning, and executive level management.
- Principles and practices of public administration/policies, county government, personnel management, and modern supervisory practices.
- State-of-the-art developments and trends in the field of information technology.

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- System analysis, procedure/process analysis and problem resolution by working with multiple stakeholders in a problem-solving environment.
- Project and change management principles and practices.
- Information technology security principles and practices.
- Fiscal management.
- Budget and contract development and administration.
- Business continuity and disaster recovery principles and practices.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Analytical problem solving and decision making combined with the ability to facilitate efficient resolution of problems. Considers the relative costs and benefits of potential actions and chooses the most appropriate.
- Exercising independent judgment and creative problem-solving.
- Facilitating creative and strategic discussions in order to address emerging problems and opportunities.
- Providing leadership and management of technical personnel; delegating work assignments, matching the responsibility to the person and giving authority to work independently.
- Functioning in a fast-paced, short deadline environment, and the ability to come up with innovative cost-effective decisions.
- Resolving interpersonal and interdepartmental conflicts and coordinating solutions to critical problems and ensure completion of planned deliverables.
- Communicating changes effectively and building commitment and overcomes resistance.
- Making effective presentations of technical and complex matters.

Ability to:

- Translate business needs into information technology solutions and provide detail-oriented project management leadership with strong consultative skills.
- Prioritize projects and negotiate with departments within budgeted funds and available personnel.
- Develop divisional goals and objectives and perform planning and budgeting functions which include authorization of purchases and expenditures.
- Manage complex business strategy and technology projects as well as develop successful solutions to multi-faceted issues as they arise.
- Keep up-to-date technically, and apply new knowledge to creatively develop, design, and innovate new solutions, ideas, relationships, or products.

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- Develop, implement and maintain policies, standards, and procedures.
- Handle difficult or sensitive situations, while maintaining confidentiality.
- Balance team and individual responsibilities; Work in a collaborative manner with technical and non-technical personnel; exhibit objectivity and openness to others' views; build a positive team spirit; treat others with respect regardless of status or position; inspire the trust of others; facilitate knowledge share between individuals to contribute to team effectiveness and supports everyone's efforts to succeed.
- Mentor staff in job duties and responsibilities and provide guidance to direct reports on problems.
- Establish and maintain effective communication and working relationships with staff, vendors, contractors, management, public officials, the media and the general public.
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently in a fast-paced environment (24/7/365) and in a timely manner. Manages competing demands; able to deal with frequent change, delays, or unexpected events.

SUPERVISION RECEIVED AND EXERCISED: Work is performed with considerable latitude for independent judgment and the employee is expected to manage services and staff in conjunction with the Department's mission. Work is reviewed through meetings, projects, and by overall evaluation of results obtained by the Director, Information Technology for compliance with regulations, policies and procedures. The use of independent judgment and initiative are necessary in the performance of the essential functions of the position, the position has full supervisory responsibility for assigned employees.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Work is primarily based in an office setting. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Ability to move throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Travel to various work sites throughout the region may be required.

MINIMUM REQUIREMENTS TO APPLY:

- A Bachelor of Arts or Bachelor of Science degree in information technology, computer sciences, software, business, engineering or related field required, and
- Eight or more years of managing and leading SW product development teams, including
 - Five years or more of complex project management experience and
 - Four or more years supervising technology professionals required.
- OR any equivalent combination of experience and education is required.

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- Project Management, ITIL, LEAN, and/or Scrum Master Certification are desired.
- Experience with incident response and disaster recovery is desired.
- Additional education or experience may substitute for the recruiting requirements

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete all required background investigations. Fingerprint and in-depth criminal history check is required.