

**MAJOR FUNCTION**

This position is responsible for professional, administrative, and supervisory work managing team managers within the Technology and Innovations Department. Partners with operating departments of the City of Tallahassee, Leon County and Inter-local Geographic Information Systems (GIS) units to provide technology-related guidance, business process evaluation, procedural development, project planning and management, and related services to enhance the delivery of unit services and goods. The Program Manager acts as a coordinator between multiple project teams and provides alignment with the strategic direction of the organization. An employee in this class has responsibility for coordinating and performing product research and analysis, planning and developing operating procedures and project budgets, developing project plans, managing long-term goals, defining resource allocations for the implementation and upgrades of business information systems and web-based applications business solutions. Considerable latitude, independent judgment, and initiative are exercised in this class. Administrative direction is received from the Technology Officer/Administrator, who indicates results desired and reviews the work to determine conformity of results with desired objectives.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, organizes, supervises and evaluates teams(s) engaged in the study, design, implementation and maintenance of information systems. Organizes Technology and Innovations programs and activities in accordance with the mission and goals. Creates and manages long-term goals for the program or our customers. Coordinates implementation of changes recommended by project teams. Develops/Manages operating plan for the program. Has the ability to manage teams with a diverse array of talents and responsibilities to produce results in a timely manner. Ensures goals are met satisfactorily. Maintain a high level of customer service and satisfaction, safety, quality and team member performance. Implements and manages change and interventions to ensure project goals are achieved. Meets with stakeholders to make communication easy and transparent regarding project issues and decisions on services. Producing accurate and timely reports of program status throughout project life cycles. Analyzing program risks. Assume responsibility for the program's staff and vendors. Coordinates the analysis and review of the hardware and software system for a data center environment. Resolves projects' higher value issues. Prepares reports for Technology Officer/Administrator.

**Other Important Duties**

Represents the Technology and Innovations Technology Officer/Administrator on committees and in meetings as requested. Coordinate cross-project activities. Lead and evaluate project managers and other staff. Apply change, risk and resource management. Completes special projects and any related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities, and Skills**

Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques. Considerable knowledge of project management techniques. Considerable experience of design of distributed systems, both hardware and software, including large-scale computer systems, client-server methodology, open systems, and relational database management systems (RDMS) facilities and functions. Extensive knowledge of MS desktop toolsets a must. Ability to understand the processes and procedures of the various business, or service, departments within the City. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to plan, schedule and coordinate the daily activities of technical

staff. Ability to lead other technical personnel in defined areas. Ability to evaluate job performance of assigned staff. Ability to establish and maintain productive working relationships as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, management information systems, business or public administration, or a related field and four years of technical or professional experience that includes computer systems analysis/business process analysis; or an equivalent combination of training and experience. Two years of the required experience must include project management responsibilities. A master's degree in computer science may be substituted for one year of the required experience.

Necessary Special Requirement

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Established: 02-16-19