

**Title:** Systems and Programming Manager  
**PB:** PBA  
**Status:** Non-Civil Service  
**Position Reports to:** Assistant IT Director  
**Department:** Information Technology

**Class Code:** 2138  
**Date:** 12/08

**GENERAL DESCRIPTION OF CLASS:**

This is responsible project management, supervisory and technical work in the planning and implementation of computer systems and programming. Work is performed with considerable independence within technical guidelines and procedures. Work is reviewed by appraisal of accomplishments, effectiveness of project completion and conformance to established goals and policies.

**ESSENTIAL FUNCTIONS:**

1. Plans, directs, and coordinates the development and maintenance of systems and programs for personal computers, Microsoft Windows servers and UNIX servers.
2. Participates in developing and maintaining operating schedules to provide the most efficient use of both personnel and machines.
3. Participates in planning and implementing computer and automated systems, including the writing of programming standards and procedures.
4. Utilizes industry standard approaches to IT development, deployment and risk mitigation.
5. Supports continued IT processes improvement through the use of standardized industry models and competencies.
6. Provide support for systems under area of responsibility (may involve after hours support).
7. Coordinates programming projects on basis of priorities, work load and availability of personnel.
8. Supervises programming and technical staff.
9. Plans, assigns and directs the analysis, programming, testing and documentation of systems and programming projects.
10. Performs diagnostic work on systems, programs and equipment to detect and correct malfunctions.
11. Consults with supervisory personnel in other departments to perform system analysis.

**ADDITIONAL RESPONSIBILITIES:**

1. Participates in the preparation of the annual budget by preparing purchase, maintenance and other cost information for inclusion.
2. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Extensive knowledge of the operating characteristics, capabilities and limitations of a computer and its peripheral equipment.
2. Thorough knowledge of systems design and programming techniques.
3. Thorough knowledge of development standards and practices involving the use of current Microsoft Windows, web, and database based programming languages.
4. Thorough knowledge of industry standards for IT development and deployment.
5. Knowledge of the principles, practices and techniques of project management
6. Knowledge of organization methods, financial management, budgeting, and record keeping practices.
7. Ability to plan, direct and coordinate the work of technical subordinates to produce clear efficient programs.
8. Ability to establish and maintain effective relationships with employees and City officials.
9. Ability to create and evaluate complex computer software for both batch and real-time.
10. Ability to communicate effectively, both verbally and in writing.
11. Ability to develop and maintain project plans.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. Graduation from an accredited four (4) year college or university with a degree in business administration, computer science or a closely related field.
2. Four (4) years of experience in computer system analysis and programming
3. Demonstrated experience in enterprise programming architectures and solutions.
4. One (1) year of supervisory experience.
5. An equivalent combination of education and experience, directly related to the foregoing specific requirements, may be substituted.
6. Completion of City University Level one (1) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid telephone number.
3. Must be able to attend meetings at locations other than primary work location.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.