



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Software Support Manager	Job Code:	7000900	Job Grade:	NM
Reports To:	Assistant Chief of Application Support and Development	Pos. No:	New	FLSA Code:	E
Department:	Information Technology Services-	Loc. Code:	2010001	SIC Code:	9211
				WC Code:	8810
Division:		CS Code:*	C or D	EEO Code:	F01

Summary of Functions: Assists the Assistant Chief of Application Support and Development in managing complex phases of applications systems analysis, development, coordination, implementation, and documentation ensuring that user applications and sub-system activities are compatible with county objectives; conducts systems planning and reviews computer design applications; coordinates issues within and between the county departments, vendors, contractors and service providers regarding resources, deadlines and standards; and resolves complex computer and application related problems.

Management Scope: Manages professional, paraprofessional, and technical personnel involved in the development and/or maintenance and operation of existing information technology systems.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Manages software support staff to: <ul style="list-style-type: none"> • Troubleshoot and resolve technical problems. • Research, report and correct quality assurance issues. • Coordinate county and vendor resources to ensure project completion within budget; direct system maintenance and support, and ensure user satisfaction. 	45	E
2. Monitors the development and modification of software, maintenance of databases, and installation of new computer hardware and software.	20	E
3. Provides status reports on utilization, system performance, and other related matters.	10	E
4. Serves as liaison between departments, agencies, vendors, contractors and Commissioners Court to establish and maintain working relationships and seek solutions to technology issues/problems, and ensure compliance with County-wide standards.	10	E
5. Reviews, evaluates and develops recommendations for enhancements and support of applications.	10	E
6. Performs other duties as assigned.	05	N

* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelors degree from an accredited college or university in Computer Science, Information Systems, Mathematics, Engineering, or a technical job related field of study. Seven (7) years of experience in applications analysis project involving multiple computer subsystems, including four (4) years of project leader/management responsibility.

Special Requirements/Knowledge, Skills & Abilities:

Knowledge of application support standards for the support and maintenance of complex web-based applications. Experience developing and implementing systems where the data is of a very sensitive, secure and confidential nature. Ability to understand and follow written and verbal instructions, organize and process work and establish and maintain effective working relationships with employees, departments and the user community. Knowledge of systems analysis, development, planning, and documentation methods and standards; database organization, access, and retrieval techniques. Must pass a background investigation. Required to be on call at all times.

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FI3 – 350 pts.; PS: F4 (57%) – 200 pts.; AC: F2C – 175 pts.; TTL: 725 KH/PS/AC: 48-28-24; Profile: -1

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 05/06

Approved by Civil Service Commission on

Date 05/15/06

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. The percentage of time devoted to each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.