



## DALLAS COUNTY JOB DESCRIPTION

<b>Job Title:</b>	Application Support & Development Manager	<b>Job Code:</b>	7000900	<b>Job Grade:</b>	IT13
<b>Reports To:</b>	Assistant Chief of Application Support and Development	<b>Pos. No:</b>	TBD	<b>FLSA Code:</b>	E
<b>Department:</b>	Information Technology Services	<b>Loc. Code:</b>	2010001	<b>SIC Code:</b>	9211
				<b>WC Code:</b>	8810
<b>Division:</b>		<b>CS Code:*</b>	B	<b>EEO Code:</b>	F01

**Summary of Functions:** Manages all phases of applications systems development life cycle (SDLC) ensuring that user applications and sub-system activities are compatible with county objectives and or standards. Coordinates, guides, leads, and directs technical staff in order to provide daily business unit support functions and meet county established strategic goals. Collaborates and partners with department heads and or elected officials to provide technical guidance in order for business units to meet both strategic and tactical goals. Coordinates issues within and between the county departments, vendors, contractors and service providers regarding resources, deadlines and standards. Assists in driving team culture and vision as well as attending, speaking, and or participating at appropriate conferences.

**Management Scope:** Manages up to 16 professional, paraprofessional, and technical personnel involved in the development, support and implementation of county information technology systems.

<b>Duties and Responsibilities:</b>	<b>% of Time</b>	<b>Essential Non-essential</b>
1. Manages and oversees both support and development team functions through continuous improvement, by driving team culture by the utilization of best practices and by leveraging technological trends as applicable.	45	E
2. Manages cross-departmental relationships in order to ensure consistency through high/exemplary service delivery.	20	E
3. Provides expertise on multiple platforms, system integration, and compatibility, and may assist in identifying and or appraising new/replacement offerings.	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 including strategic planning, benchmarking, tracking and change management.	10	E
6. Performs other duties as assigned.	05	N

**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. Six (6) 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:

Experience with Application Lifecycle Management using Visual Studio and TFS. Experience in web portal and SOA Development. Proven track record of successful delivery of customer-facing web / SaaS implementations. Strong leadership and collaboration skills. Familiarity with various development methodologies. Knowledge of continuous development, integration, and deployment practices. Technically sound in software development activities and life cycles. Must have a proven track record of building and managing high performing software development teams. Should have a passion for people management and mentorship. Required to be on call at all times.

*“Individuals holding or considered for a position which has, or may have, access to criminal justice databases including the FBI Criminal Justice Information Systems, NCIC/TCIC and similar databases, must pass a national fingerprint-based records check prior to placement in such position and may be denied placement in such positions and/or access to such systems. Incumbents must also maintain the ability to pass the records check while in the position or until such time that the Commissioners Court and the County Civil Service Commission deem this position no longer has this requirement.”*

Must have a valid Class Texas Driver’s License and good driving record. Will be required to provide a copy of 10-year driving history. Must maintain a good driving record and remain in compliance with Article II, Subdivision II of Chapter 90 of the Dallas County Code.

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FII2 350 PS: E4(43%)152 AC: E4C 200 TTL: 702 PTS: KH/PS/AC: 49-22-29 PROFILE: +2

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Reviewed by Human Resources/Civil Service on

Date 11/2014; 10/19/2015

Approved by Civil Service Commission on

Date 11/17/2014; 10/19/2015

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.