City of Irving Job Description

Software Services Manager

FLSA Status:	EXEMPT	**Job Department:**	Information Technology
Job Code:	I071	**Reports To (Job Title):**	Assistant Information Technology Director (Administration)

PURPOSE

To supervise departmental COTS (Commercial, Over-the-Shelf) and custom software support, along with web and implementation services for most City departments. This role's key goals are to: implement, design, maintain, and control COTS software for multiple hardware platforms; analyze changes and enhancements to software and determines the impact of such changes on existing system design, standards, and procedures; provide hands on maintenance, troubleshooting and repairs of all software; ensures the security and recoverability of software through the utilization of systems and operational procedures; serve as technical consultant on the technical and operational aspect of software utilization, monitors system activity and tunes for optimal performance. Assures that software meets compliance and regulatory standard; coordinate and direct the work load of Software Support Specialists and Database Administrator. In addition, this position works in conjunction with other IT functional teams to bring about successful project completion for ultimate customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Plan and organize software system implementation, configuration, installation, and maintenance in coordination with user departments.
- Document all software updates and changes.
- Evaluate, install, and maintain system software at the most desirable release level.
- Provide for and monitor software security and recoverability.
- Serve as technical consultant on software utilization; assist in resolving problems with (application) software and system software.
- Assist other department personnel in the use of software systems.
- Develop and maintain disaster planning for critical software systems.
- Assist computer users with software-related problems; arrange for software upgrades and enhancements.
- Coordinate software configuration and changes with support and training staff.
- On-call 24 hours a day to resolve software system failure and work maintenance windows.
- Coordinate and plans work for software systems and development team.
- Work cooperatively with other IT functional teams to complete projects and assure ultimate customer satisfaction.
- Perform other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide hands-on network support and rotates with software services staff to provide on call support after hours.
- Provide hands-on support assistance to IT staff with trouble escalations, as needed, to make sure support issues are being quickly resolved.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 5-8 employees.

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 5-8 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as, legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's Degree from an accredited college or university with major course work in Computer Science, Information Systems or a closely related field.

EXPERIENCE

- Five (5) years of increasing responsibility in maintaining and implementing modern, state of the art software, systems analysis, or systems design experience, which should include at least two (2) years supervising a COTS software support team.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)

KNOWLEDGE OF

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline; specifically, software support, development and database specialists.
- Mastery of COTS software implementation and maintenance procedures and practices.
- Competence in assisting in any data related projects requested by management.
- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- CJIS Procedures.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Service Orientation: Actively looking for ways to help people.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Persuasion: Convincing others to approach things differently.
- Negotiation: Bringing others together and trying to reconcile differences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Self-Management: Working independently and without supervision.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action.

- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- System Perception: Discerning when important changes have occurred or likely will in a system.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Information Technology Customer Support: Knowing and demonstrating enough hands on customer data tools support to effectively provide additional support and lead a technical support team.

GUIDANCE RECEIVED

Priorities and Policies
Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting network issues, installing network systems or services, and providing end users with training and support.

Externally, interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements, and consulting services. Additionally, engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the benefit of the city.

EQUIPMENT AND PROPERTY

Computers and servers.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. S/he is frequently is required to kneel, lift up to 25 pounds, and/or stoop. Occasionally, s/he is required to balance, crawl, drive a vehicle, lift up to 50 pounds, push, and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.