



Division Manager - Programming

Job Description

Department: Information Systems
Position: Career Service
Grade: 733
Supervisory: Supervisor
Reports to: Associate Director – Information Systems

Summary

Under general supervision of the Associate Director – Information Systems, supervises, plans, coordinates, and directs the activities and personnel of the Programming Division of the Information Systems Department. Serves as a professional resource to departments, elected officials, and public and private agencies. Supervises the analyzing, designing, and programming of information systems to meet the requirements of Utah County departments and assigned agencies.

Essential Functions

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

1. Supervise, plan, coordinate, and direct the work and activities of assigned personnel; ensure day-to-day activities are performed and meet department goals, standards, and deadlines; ensure industry best practices are followed related to privacy, security, and ethics; ensure division and staff have necessary resources and tools.
2. Function as liaison between Information Systems teams and other County departments; supervise and coordinate multiple complex projects, including project status, software system status and needs, and staffing status and needs; track and follow-up on goals and accomplishments.
3. Evaluate ongoing division performance and identify areas for improvement; assess, measure, and monitor established goals; create and maintain dashboards and ad hoc reporting tools to monitor division performance; establish and monitor division KPIs; incorporate industry conditions, market trends, organizational strategies, and objectives into analysis.
4. Supervise activities related to software programming; oversee the product life cycle of all assigned software systems, enhancement road maps, development, and other resource assignments; oversee technology stack and manage changes to its direction; coordinate database design efforts with database management division; coordinate the exchange of data with external public and private agencies, as needed.

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Job Code: 2032
Job Title: Division Manager - Programming
FLSA: Exempt
Effective Date: 2/29/2024
Public Safety: No

Worker's Compensation: Clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Manager

5. Ensure and enforce electronic security through applications as set by state statute, federal laws, county regulations, and departmental standards.
6. Supervise project management activities; organize agile processes; maintain the master schedule of projects; assess project costs and progress; manage overruns, requests for software products and enhancements to existing software, and bug reporting; ensure teams are accountable for software delivery deadlines and efforts to maintain project workflow and schedule; assess scope of projects and technical feasibility; prepare statements of work (SOW) and technical design documentation; coordinate software support, database reviews, security reviews or audits, pen testing, or load testing.
7. Develop and administer the division budget with department administration; oversee expenditures and management of the budget to meet program goals and objectives; track budgets and pay codes charged by division staff; recommend purchase of necessary software tools and training resources aiding in development life cycle and project management.
8. Participate in staffing decisions within the assigned function including hiring, recruiting, training, performance evaluation, disciplinary action, scheduling of workload, delegation of assignments, and retention of assigned personnel.
9. Review, maintain, and approve all reports, daily work records, timecards, payroll information, and other documentation for assigned personnel.
10. Correlate division involvement within the department and with other County departments, volunteer groups, and outside agencies.
11. Respond to questions and complaints from the public, assigned personnel, County departments, and other agencies.
12. Promote department services; advise departments on the benefits of automation and self-service software; develop and pitch prototypes, as needed; build a network of trusted relationships with key partners.
13. Actively promote a culture of innovation and productivity; consistently participate as a leader in personal and staff training, code reviews, and mentoring activities.

Knowledge, Skills, and Abilities

- Considerable knowledge of modern web development
- Considerable knowledge of object-oriented programming
- Knowledge of agile team methodologies
- Knowledge of modern product life cycle and development
- Knowledge of information systems, including analysis, programming, and design techniques
- Knowledge of power builder, visual studio, oracle, SQL
- Knowledge of programming languages
- Knowledge of REST APIs
- Knowledge of open client/server programming and architecture
- Knowledge of financial and accounting techniques and processes
- Knowledge of database management theory and design principles

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- Knowledge of UI/UX design principals and standards
- Skilled in management and supervisory techniques
- Skilled in communicating, both verbally and in writing, including complex technical information
- Skilled in project management and team leadership
- Skilled in establishing and tracking goals and timelines
- Ability to set priorities and work with minimal supervision
- Ability to analyze user needs
- Ability to maintain cooperative relationships with those contacted in the course of work activities
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with the team
- Ability to provide oversight and strategic direction of programming activities within the project team
- Ability to ensure commitment to quality standards and processes and efficient delivery

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office or other controlled environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. This role exposes incumbent to stress due to critical problems that require immediate attention, pressured deadlines, change in project scope, and switching from one task to another. The noise level in the work environment is usually moderate.

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.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift or move supplies or equipment weighing up to forty (40) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee.

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Occasional evening and weekend work may be required as job duties demand, and incumbent may be contacted at any time during emergency situations and during off hours as required by department policy.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree in Computer Science or a closely related field.
2. Five (5) years of computer programming experience.
3. Demonstratable work competence in programming.
4. Equivalent combinations of education, experience, and demonstrated work competence may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with more demonstrated work competence.
2. Preference may be given to applicants with lead or supervisory experience.

Additional Eligibility Qualifications

1. Applicant must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check. Due to potential access to sensitive and protected data, this position is subject to additional criminal background checks as directed by the Information Systems Department.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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