

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED MANAGEMENT POSITION

JCN: 392
EXEMPT

SENIOR DIRECTOR – APPLICATION DEVELOPMENT AND SUPPORT

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, supervise and coordinate the operations and activities of the development and software support of large-scale data applications; provide technical expertise in the design, build, development, technical evaluation, and testing of a large-scale enterprise business system that includes, but is not limited to, financial, budgeting, payroll, purchasing, business intelligence, and human resources functions for the office of the Fresno County Superintendent of Schools (FCSS) and school districts; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Approve and ensure proper functionality of new and modified programs; coordinate and maintain team-programming standards for software development; research and resolve database and/or software problems; develop implementation plans and provide application support.
- Collaborate with other technical staff on the installation of hardware and software of the infrastructure for the enterprise business system.
- Communicate with County Office personnel and outside agencies to exchange information, coordinate activities and programs and resolve issues or concerns.
- Coordinate the testing, scheduling, installation, and support of vendor-issued patches, fixes, and enhancements.
- Create and enforce security standards; verify stability, interoperability, portability, security, and scalability of application architecture.
- Develop and maintain detailed design and specification documentation for all applications and databases.
- Document and analyze technical business system processes and workflow to identify specific areas of necessary change and opportunities for improvement.
- Establish and maintain contact with users in the analysis of computer systems and procedures and determination of program feasibility and development; analyze requests for application additions and revisions; confer with users to determine software requirements and desired output, resolve problems and provide support and assistance.
- Evaluate application development needs and apply technical principles and concepts to develop business solutions.
- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis; design, install, upgrade and configure software applications to ensure smooth running of assigned computer systems; develop and modify existing programs and procedures to improve and resolve problems with computerized reporting and record maintenance.
- Lead an application development team in performing a variety of specialized duties in the programming, development, maintenance and analysis of computer applications and databases to resolve software problems, meet County Office needs, enhance job performance and provide for system enhancements; prioritize County Office programming needs, coordinate project assignments and establish time lines; independently maintain a large software application.
- Lead and coordinate the development, maintenance, and dissemination of business continuity, and data recovery policies, standards, procedures, and practices; ensure appropriate backup and recovery systems are in place for business continuity and disaster recovery purposes.

- Oversee and participate in training and technical support activities to provide assistance to system users; ensure user understanding of new and modified system applications; receive and respond to user requests and complaints regarding system problems, malfunctions, issues and concerns; make software and hardware presentations as needed; assist users with maintaining automated records and generating computerized reports as directed.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned applications; recommend and administer policies and procedures.
- Prepare and maintain a variety of records and reports related to applications, databases, systems, personnel and assigned activities; prepare programming documentation and error logs; develop application system flow charts; generate a variety of computerized reports as required.
- Prepare design concept documents; conduct needs analysis; supervise the testing, monitoring and analysis of new and revised applications for effectiveness and compliance with established goals, standards and procedures; create test plans and develop test data for debugging programs; run test data in actual computer operations; detect and resolve programming errors and miscalculations; troubleshoot and resolve application malfunctions.
- Review and provide recommendations concerning annual hardware and software contracts.
- Supervise and participate in the research, design, development and implementation of new system applications; reengineer business application software systems into latest computer software products; modify existing programs to enhance database operations and functions; integrate new software and revise programs as necessary to ensure adaptation with existing computer systems; analyze new software and hardware products; develop project plans and manage team activities; utilize design and development tools; assign employee duties and review work to ensure accuracy and completeness; schedule staff to meet County Office and school districts programming needs, priorities and time lines.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or termination.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations as requested.
- Attend, conduct and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer, servers, peripherals and specialized software; and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Ability to work on a flexible schedule to attend evening and weekend meetings/conferences, as assigned and to coincide with department calendared meetings.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel within Fresno County, and/or statewide.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Accounting and double-entry bookkeeping systems and procedures.
- Computer programming systems, applications and languages utilized by the County Office.
- County Office organization, operations, policies and objectives. Excellent oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Organization and direction of operations and activities related to the programming, development, maintenance and analysis of computer applications, systems and databases.
- Principles and practices of Agile software development methodology.
- Principles and practices of enterprise business system functionality, structure, implementation, analysis and design, build, test, and deploy.
- Principles and practices of supervision and training.
- Principles and practices of system testing, troubleshooting, analysis, and security administration.
- Principles, practices and techniques used in the development, maintenance and analysis of computer systems, databases and applications.
- Processes and practices in developing technical systems documentation.
- Record-keeping and report preparation techniques.
- Software design concepts, programming standards and lifecycle management.
- Standardize account code system standards.
- System development life cycle, graphic user interface design.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Coordinate communications and information between other departments and school districts to meet County Office needs concerning data reporting requirements and programming problems and modifications.
- Design applications to meet County Office needs, enhance job performance and provide for system enhancements.
- Facilitate the computerized collection, management, manipulation and distribution of data used for analysis.
- Maintain current knowledge of technological advances in the field.
- Maintain records and prepare reports.
- Meet schedules and timelines.
- Organize and direct operations and activities related to the programming, development, maintenance and analysis of computer applications and databases to resolve software problems, meet County Office needs, enhance job performance and provide for system enhancements.
- Plan and organize work.
- Prioritize County Office programming needs, coordinate project assignments and establish time lines.
- Supervise and participate in the research, design, development and implementation of new system applications as appropriate.
- Troubleshoot and resolve application malfunctions.

- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- Bachelor's degree preferred.

EXPERIENCE:

- Five (5) years increasingly responsible experience using SQL, Object oriented languages such as Java, Visual Basic, VB.Net, ASP.Net, C#, and C++; proficiency in the analysis, programming and design of computer systems and applications.
- Experience supervising a development team preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Driving a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2018