



POSITION DESCRIPTION

Title: Application & Database Services Manager

Department: Communications & Information Systems

Job Analysis: October 2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: CIS Director or Assistant CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: Senior System Analysts, Software Developer, Database Administrator and other CIS employees defined by the Current Department Organizational Chart

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Non-Exempt (EC-9)

Job Summary

The Application & Database Manager will supervise and coordinate the analysis, evaluation, development, testing, and implementation of complex application and database needs for the Baldwin County Commission and other various agencies. Oversee the analysis of user needs and make recommendation of software. Provide highly responsible and complex support to Director.

Job Domains

A. Project Management

1. Assume management responsibility for the analysis, evaluation, development, testing and implementation of complex application and database structure. Develop project time lines and identify project tasks and procedures.
2. Plan, direct, coordinate and review the work plan for application development staff. Assign work activities, projects and programs. Review and evaluate work products, methods and procedures. Meet with subordinate staff to identify and resolve problems.
3. Prepare various documentation including project reports, process and user manuals, presentations, strategic and technical plans and other related information on assigned application analyses.

4. Prepare time and cost estimates for completing projects.
5. Prepare and present project progress reports for management. Identify problems and issues and recommend solutions.
6. Ensures project management process is in place, provide resource management and ensure quality and timely solutions.

B. Systems Analysis and Design

1. Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs.
2. Analyze business systems to determine effectiveness. Identify inadequacies, inefficiencies and problems and recommend solutions. Develop system specifications.
3. Meet and negotiate with vendors regarding software and hardware procurement and maintenance as it relates to job domain. Ensure compliance with contract specifications. Consult with vendors regarding system functionality.
4. Review proposed system software for compliance with applicable quality assurance standards before acquisition or implementation.
5. Coordinate system analysis and application development activities through direct and indirect staff. Directs development teams in the areas of scheduling, technical direction, future planning and standard development practices.
6. Participate in budgeting and capital equipment processes and quality improvement activities for the development organization.
7. Responsible for business strategy and planning to ensure the IT Applications & Database Group has the appropriate resources, budget and tools to provide the highest level of customer service. Ensure appropriate resources are available to respond to customer inquiries/issues.
8. Define and implement procedures for releasing products throughout the whole product life cycles.
9. Have a strong understanding of information systems, business processes, the key drivers and measures of success for the business and the short- and long-term direction of the business and technology. Ensures that the design and integration of proposed system, software leads to the development and growth of the business through effects use of technology.
10. Assist the IT organization in defining and implementing its business plan and goals to support the strategy and goals of the organization. Responsible for working with IT functional/departmental executives and business leaders to create the overall business plan for IT.
11. Perform other related duties as directed.

C. Systems Administration, Maintenance and Operations

1. Implement system changes through automation, process change, management solutions and training.
2. Conduct diagnostic investigations of program errors and implement or recommend solutions or methodologies for resolution.
3. Assist in determining project delivery and deployment dates for new product releases, feature and maintenance releases and regular corrective services or service pack releases.

4. Develop risk management procedures, business continuance scenarios, contingency and disaster recovery plans for central and distributed systems and networks to maintain operations during downtime and/or major disasters. Identifies and makes recommendations regarding critical points of failure. Develops and implements policies and procedures for business continuance and disaster recovery plans. Proactive in building processes to minimize/eliminate downtime.
5. Responsible for developing enterprise content management strategy to enable efficient organization and management of documents, records, web content, other digital media information shared internally for workforce productivity improvement and knowledge management purposes.
6. Understand the strategic direction of the enterprise and the supporting IT systems and architectures. Maintain knowledge of emerging technological trends and utilize this knowledge to educate management on opportunities to build better IT solutions that support and drive business decisions. Assist in the definition of the architecture and technology needs of the organization based on new and emerging technologies, and establish priorities and strategies consistent with business goals and economic viability.
7. Responsible for managing the definition, implementation and integration of quality principles and processes into the design and development of software and IT processes. Ensures that quality methods and procedures are executed. Ensures that products, applications, and systems are in compliance with established quality standards that meet customer requirements or needs. Analyze best-in-class processes, understands the interaction and relationship of business operations, operating systems, and network processes.
8. Responsible for researching, developing, and implementing testing methods and procedures. Ensure that products meet the highest quality standards. Monitors and reports on defects.

D. Supervisory

1. Perform daily supervisor duties for all subordinates.
2. Establish and communicate priorities and timelines with subordinates.
3. Hold regular meetings with subordinates to ensure effective communication of policies and procedures
4. Participate in the employee interview/selection process. Train, evaluate and communicate with subordinates. Provide or coordinate training. Work with employees to correct deficiencies.
5. Prepare and present staff reports and other necessary correspondence.
6. Responsible for assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality reviews; and escalating functional, quality, timeline issues appropriately. Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers. Coordinates communication with all areas of the department that impact the scope, budget, risk, and resources of the work effort being managed.

Knowledge, Skills, and Abilities

1. Operational characteristics of a variety of computer platforms and operating systems.
2. Operational characteristics, services and activities of an information systems and analysis program.
3. Principles and practices of application software installation and support
4. Principles and practices of computer science and information systems

5. Principles and practices of application development and troubleshooting
6. Principles and practices of project management and administration
7. Principles and practices of supervision and training
8. Methods and techniques used in the installation, administration, monitoring, upgrading and problem resolution of central application software systems
9. Basic budgeting, contracting, purchasing practices, policies and procedures
10. Principles and procedures of quality assurance and security related to complex, large computer systems and applications
11. Research, analyze, and evaluate new service delivery methods and techniques
12. Communicate clearly and concisely, both orally and in writing
13. Establish and maintain effective working relationships with both internal and external contacts
14. Oversee and participate in the management of software applications and information systems analysis
15. Develop project time lines and identify project tasks and procedures
16. Ability to analyze and assess the technological needs of multiple agencies and departments
17. Ability to negotiate vendor contracts and ensure compliance with specifications
18. Recommend, design, implement, install and maintain large, complex computer software applications
19. Define complex problems, collect data, establish facts, draw valid conclusions and prepare corrective actions and appropriate reports
20. Manage customer relations and expectations
21. Utilize automated project management tools and provide advanced project management services
22. Implement quality assurance and security procedures for application and database services

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self improvement courses as deemed necessary by supervisor.

Minimum Qualifications

1. Should possess a bachelor's degree from a recognized college or university in Computer Science, Information Technology or a closely related field. Or a combination of education and experience equivalent to these requirements.
2. Should have a minimum of four (4) years' experience as a System Analyst, Database Administrator, System Engineer, or other similar position that demonstrates leadership and technical capabilities in a multisite distributed environment.
3. Must possess Microsoft MCSE Certification, additional certifications beneficial.
4. Must have experience designing, engineering, and managing Storage Area Networks.
5. Must have experience designing, engineering, and managing Microsoft Hyper-V Servers.

POSITION DESCRIPTION

Title: Audio Visual and Video Teleconferencing Administrator

Department: Communications & Information Systems

Job Analysis: October 2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Assistant CIS Director or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (EC-8)

Job Summary

Provides coordination and overall direction for the County's audio visual, video teleconferencing and video production infrastructure. This individual is responsible for all phases of development, implementation and maintenance of the County's audio visual and video teleconferencing equipment. This individual also leads all video production events and maintains production equipment. This individual has no direct subordinates but could supervise other CIS Staff on a project basis.

Job Domains

A. Project Management

1. Develop project implementation plans and budget.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

B. Systems Analysis and Design

1. Maintain overall audio visual, video teleconferencing and video production/streaming equipment.
2. Perform needs analysis and documentation for all systems.
3. Research and determine best solution(s) to meet defined needs.
4. Develop bid specifications for equipment, software and services as required.
5. Develop standards to maintain seamless interface to all systems.
6. Collaborate with architects and engineers to ensure plans meet the specifications needed for system installation and/or modification.
7. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

C. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for all systems.
2. Develop security plans (physical and systems based) for all systems.
3. Administer user security for all systems.
4. Develop and implement maintenance plans on all systems.
5. Perform capacity planning and performance monitoring on all systems and network.
6. Coordinate and provide supervision as required for all field service work done by technicians and other CIS personnel.
7. Coordinate installation and maintenance service performed by outside service providers.
8. Perform maintenance and upgrades to servers and related devices as required and maintain all service contracts for equipment.
9. Maintain inventory of systems.
10. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods and documentation.
11. Schedule and participate in video teleconferencing and video production events as needed.
12. Conduct and/or coordinate user training classes as required.
13. Coordinate with internal/external departments/agencies to provide video production needs.

Knowledge, Skills and Abilities

1. Thorough knowledge of basic electronic diagnosis and repair.
2. Thorough knowledge of computer server operating systems and computer networks.
3. Thorough knowledge of desktop computer systems and computer peripheral equipment.
4. Thorough knowledge of video switching devices, media converters, wall monitors/televisions and video control devices.
5. Thorough knowledge of video teleconferencing equipment, Cisco TelePresence experience considered a plus.
6. Thorough knowledge of video production equipment and streaming media.
7. Thorough knowledge of TCP/IP.
8. Thorough knowledge of Local and Wide Area data routing communications.

9. Good knowledge of network systems including switches, routers, firewalls, wireless access points and other related systems.
10. Good knowledge of premise wiring and fiber for video, voice and data communications.
11. Some knowledge of outside plant wiring and fiber for video, voice and data communications.
12. Good knowledge of project management principles, including budgeting.
13. Ability to plan and organize work to set priorities and meet deadlines.
14. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
15. Ability to communicate effectively, both orally and in writing.
16. Ability to establish and maintain effective working relationships with department heads and other employees.
17. Ability to supervise the work of others.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends.
3. Must be willing to attend additional training, skills development and other self-improvement courses as deemed necessary by supervisor.

Minimum Requirements

1. Possess an Associate degree or technical certificate from a recognized college, university, or technical school in Communications, Electronics, Information Technology or a closely related field. Or combination of education and experience equivalent to these requirements.
2. Minimum of one (2) years' experience as a Communications Technician III or similar position that demonstrates leadership and technical capabilities in a multi-site distributed environment.
3. Should possess A+ Certification or equivalent experience.
4. Should possess Network+ Certification or equivalent experience.