

## SYSTEMS DEVELOPMENT MANAGER

### **SUMMARY:**

Under general direction, manages a city-wide and multi-agency telecommunications system, wired and wireless voice and data communications networks and public safety information technology systems, manages assigned personnel, prepares, maintains, and administers the budget for areas of responsibility; and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, May include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(Which are **not** in any hierarchical order)*

1. Manages a citywide telecommunications network that includes integration of all voice, data and video communications over microwave, fiber optic, wire and RF networks.
2. Manages a radio and microwave system that provides voice and data backbone services and support for public safety, general services and multiple municipalities.
3. Researches, recommends, and negotiates purchases of information technology hardware, software and support agreements for computer applications in concert with system users input.
4. Manages professional and technical personnel responsible for the support of City-wide telecommunications networks. Evaluates the performance of subordinates and makes promotion, development, hiring, discipline, and discharge recommendations.
5. Serves as liaison with other governmental bodies and criminal justice agencies.
6. Maintains knowledge of current legal requirements regarding telecommunications, information technology, local ordinances, State and Federal laws, and department policies.
7. Develops and monitors the Support Services' and Public Safety MIS budget. Provides input into the Division's budget for General Services.
8. Participates in the development and implementation of all MIS policies and procedures including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
9. Develops business case justifications and cost/benefit analysis.
10. Negotiates and administers vendor and consultant contracts and service agreements.
11. Perform other related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of City, federal and state rules and regulations related to telecommunications.
- Knowledge of multi-site, multi-platform LAN/WAN administration, maintenance and management practices and principles.
- Knowledge of standard computer hardware and software equipment and applications utilized by municipal entities.
- Knowledge of Management Information Systems methodology, principles and practices.
- Knowledge of network analysis, design and programming principles and practices.
- Knowledge of management and administration practices and procedures.
- Skill in prioritizing, assigning, reviewing and evaluating work.
- Skill in managing multiple projects in a timely manner.
- Skill in utilizing written and verbal communication in the development of management level reports and presentations.
- Skill in troubleshooting and resolving technical problems related to multi-platform LAN/WAN or computer software issues.
- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and

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perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** Bachelor's degree from an accredited college or university with a major in Computer Science, Business Administration or related field with eight (8) years of progressively responsible information system development experience, or any equivalent combination of training and experience. Three (3) years of supervisory experience, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.