

WORK FORCE SOLUTIONS – ALAMO

Job Description

Job Title:	Director of Innovation and Technology
Department:	Innovation and Technology
Reports to:	CFO
FLSA Status:	Exempt
Salary Range:	\$84,520 - \$125,800
Approval Date:	7/1/20
Review/Revision Date:	7/31/20
Funding:	Grant
Duration:	Indefinite

SUMMARY: Under the direction of the CIO, leads and directs all activities related to software development and advanced network management skills. Plans for, develops, operates, and maintains installation, development, and maintenance of software applications, reports, cloud-based platforms, and databases as well as high-speed communications network, including links, switching systems, and network monitoring for the agency-wide-area network and agency's local area network. Responsible for the creation of strategic plans assigns and supervise the work of others and to support the interdepartmental work of the agency. Works under limited direction. Exercises discretion and independent judgment in matters of significance as related to the general business operations of the agency. Regular attendance is required for this position. Performs other relevant duties as assigned.

A position utilizing this classification will be designated as security sensitive, according to Vernon's Texas Codes Annotated, Labor Code, Section 301.042.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Department Management

- Supervises the day-to-day software operations of the organization; manages personnel resources, directing and leading development staff.
- Develops departmental strategy, goals, and budgets in support of agency priorities and initiatives; identifies resources needed; develops schedules and methods for formative and summative evaluation of IT strategy; organizes and manages all phases of projects to ensure on-time completion and monitors internal and external customer satisfaction; assigns

individual responsibilities to IT staff in consistent with skill set and job description.

System Design, Management, and Procurement

- Works collaboratively with Procurement staff in accordance with policy and guidelines as defined by the agency and the Texas Workforce Commission
- Prepares specifications for requests for proposals and facilitates selection of project services and products.
- Monitors contracts including review and approval of pay requests and change orders; maintains regular communication with service providers. Provides expertise and technical assistance related to hardware, software, and other innovation or technology related requests. Directs the development team to ensure sufficient processes and tools are in place to meet the requirements of the department; develops and implements standard operating procedures and trains staff; accordingly, ensures standard processes are being followed and adjusted as needed
- Utilize Agile project management techniques and best practices; reviews project schedules to plan and coordinate project activities in fields such as electronic data processing, information systems, systems analysis, and computer programming.
- Plans, initiates, and manages IT projects to ensure deadlines, standards, and cost targets are met; leads and guides the work of development staff.
- Serves as a liaison between program, business, and technical aspects of projects; plans project stages and assesses business implications for each stage; performs software analysis on potential business applications and their implications for each project stage.
- Identifies training needs of development staff based on projected production processes; ensures that detailed training plans and materials are in place for all applications and platforms
- Installs, develops, and maintains computer applications, reports, and all enterprise databases using MS Visual Studio, Google API and other API tools, Python, JAVA script, HTML, MS SQL Enterprise Tools, IIS and Adobe Suite in Windows and MAC environments.
- Maintains and implements new functionality in applications that make use of SQL Server, including stored procedures.
- Develops Python framework for automated testing and quality assurance; builds Python engine for executing queries. Applies open source platforms to support Innovative development platforms
- Uses coding methods in specific programming languages to initiate or enhance program execution and functionality; assists development staff with coding problems by supporting queues, developing new APIs, and mobile applications and other new methods of programming.
- Oversees development and maintenance of computer applications, reports, and databases

- using interface development tools and leverages technologies to provide business solutions.
- Develops and maintains installation, development, and maintenance standards, data backup, disaster recovery plans, and documentation; utilize existing change management procedures to execute changes that affect the enterprise.
Develop testing plans and processes to ensure user testing and approval; identifies existing gaps in current IT policies and develops new standards of documentation.
 - Assesses new and existing software and cloud platforms; identifies potential areas where existing software, and other cloud platforms can bring new applications and new methods of reporting data to support data driven decisions.
 - Acts as the Data Sharing coordinator or liaison in charge of the review of sharing data as it pertains to confidentiality, Personal Identifiable Information (PII) and oversees the secure transfer of data internally and externally.
 - Oversees the installation, development, and maintenance of WSA's production applications, reports, and databases; ensures the daily production ('Help Log') issues related to software development, and data are resolved within the 48 hour to deliver an exceptional standard for provision of service.
 - Keeps security "Top of Mind" and maintains data security and information confidentiality in accordance with TWC and other legal requirements; protects database confidentiality and integrity through access system and user levels of access. Applies cyber security awareness and development best practices in all existing and new code.
 - Keeps abreast of new development technologies, cloud platforms and new development frameworks as it pertains to current Innovative technologies
 - Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Supervises staff; plans, assigns, monitors, and evaluates job performance in accordance with WSA expectations.
 - Co-creates performance evaluation measures based on staff job descriptions and monitors performance annually.
 - Creates system for recognizing exceptional work of IT staff.
 - Works collaboratively with WSA leadership, Directors, and staff to ensure internal customer satisfaction.

QUALIFICATIONS

The Director Innovation and Technology must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- Bachelor's degree in Computer Science, Engineering or related field and
- Eight or more years progressive responsible experience in software development, including 3 years in supervisory role.
- 3-5 years' experience working with Agile teams; knowledge of Agile framework and roles An equivalent combination of experience, training, and/or education approved by the agency. Experience in project management.
- Ability to communicate effectively with staff, management, and contractors.
- PMI certifications or equivalent Scaled Program Consultant (SPC) certification

Other Qualifications:

- Must be legally eligible to work in the United States.
- Must have proof of a valid driver's license and auto insurance or to be able to provide own transportation.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See the Job Activity Requirements for the Essential Job Functions attached and description of the work environment.

CAREER DEVELOPMENT POSSIBILITY: