

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: MANAGER - WEB SERVICES & APPLICATIONS DEVELOPMENT**

#### **BASIC FUNCTION:**

Under the direction of the Director III-Technology Programs & Instructional Support, plan, organize and direct the web application developers and webmasters to design, develop and deploy web-based software applications to the County Office, school districts and State-wide organizations; provide technical information and expertise relating to systems analysis, design, programming and maintenance; supervise and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Plan, organize and direct the web application developers and webmasters to design, develop and deploy web-based software applications to the County Office, school districts and State-wide organizations; review completed software applications; assure proper business processes, data integrity and effective operations.

Develop short and long-term customer service plans for technology services; meet with clients to discuss requirements and ideas for growth or enhancement; develop estimates and written agreements for customers.

Manage project development and implementation for business products; develop application scopes with staff; develop project scopes and project plans; oversee and participate in major County Office technology projects.

Develop plans for marketing technology services; assist with marketing efforts.

Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Provide technical expertise, information and assistance to the Director regarding assigned functions; provide technical information and expertise relating to systems analysis, design, programming and maintenance; assist in the formulation and development of policies, procedures and programs.

Direct the preparation and maintenance of a variety of narrative and statistical reports, records and files related to personnel and assigned activities.

Communicate with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information.

Develop and prepare the annual preliminary budget for the development team; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

Operate a computer and other office equipment as assigned; drive a vehicle to conduct work as

assigned.

Attend and conduct a variety of meetings as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Management of web services and application development activities and operations.

Software development lifecycle methodologies.

Applicable application development environment and design principles.

Project management standards and guidelines.

Operating systems, networking, relational databases, software development and other components of a client server environment.

Technical business applications, systems design, user support and programming.

Budget preparation and control.

Oral and written communication skills.

Principles and practices of administration, supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Plan, organize and direct the web application developers and webmasters to design, develop and deploy web-based software applications to the County Office, school districts and State-wide organizations.

Provide technical information and expertise relating to systems analysis, design, programming and maintenance.

Supervise and evaluate the performance of assigned staff.

Develop plans for marketing technology services.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Prepare comprehensive narrative and statistical reports.

Direct the maintenance of a variety of reports, records and files related to assigned activities.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience in the design, development, implementation and enhancement of computer systems and programs including two years in a supervisory capacity.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

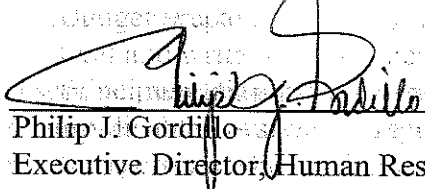
**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Approved by Personnel Commission: June 23, 2011

  
Philip J. Gordillo  
Executive Director, Human Resources

Date 7/01/11