

IT Programming Manager

DEPARTMENT	Information Technology	REPORTS TO	Director of Information Technology
TITLE CODE	8028MR	DATE	1/10/2022
POSITION CODE	TBD	ADMINISTRATIVE REVISION	

Job Summary

Under general direction, provides support to the Director of Information Technology by planning, organizing, directing, and evaluating strategic initiatives and the work of the IT Programming department. This position is responsible for overseeing the daily operations of the IT Programming team, development and management of the OCERS’ innovation roadmap and IT project management.

Distinguishing Characteristics

The IT Programming Manager is an upper management position and will report directly to the Director of Information Technology. OCERS management team members are expected to uphold the highest standards of accountability, integrity, professionalism, superior service, and system efficiency. The IT Programming team is responsible for the implementation and integration of OCERS applications, database management, data security, data analytics, reporting, business processing support and maintenance of OCERS’ SharePoint infrastructure. The IT Programming Manager position requires a strategic and forward-thinking leader to support the Director of Information Technology with current strategic initiatives including:

- ▶ Actively seeking and implementing robust cloud-based solutions,
- ▶ Expanding the use of advanced data analytics and business intelligence,
- ▶ Incorporating robotic process automation, machine learning and/or artificial intelligence in the agency’s operations to increase automation, improve accuracy and provide superior service to our members and participating employers
- ▶ Identify and implement tools and solutions that support OCERS’ mission of providing secure and accurate benefits to our members.

Performance Attributes

Include but are not limited to the following:

- ▶ Oversee daily programming activities to ensure the completeness, accuracy, and security of data analytics, department report development, and in-house application development.

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- ▶ Troubleshoot and remediate issues as they arise
- ▶ Partner with OCERS' Information Security team to implement and operationalize security controls and best practices in code development and reporting
- ▶ Develop and manage annual IT budgets and procure IT tools and professional services in accordance OCERS' Procurement and Contracting Policy
- ▶ Manage IT vendors, contracts and service level agreements and perform vendor risk assessments
- ▶ Identify and manage operational risks associate to programming activities
- ▶ Develop management reports and identify, track and report on key performance metrics
- ▶ Manage technology projects.
- ▶ Coordinate internal and external resources, manage timetables, budgets, and the reporting to project stakeholders
- ▶ Develop department policies, process and procedures documentation and provide internal training to department and impacted end users.
- ▶ Ensure compliance of department and organizational polices
- ▶ Operationalize business processes, establish core documentation, training and reporting that supports standardization, auditability, and completeness
- ▶ Manage software development lifecycle with emphasis on requirement gathering, coding standards, security and change management best practices, peer review, testing and accuracy of results. Build code library with reusable code snippets and data validation results
- ▶ Manage SharePoint Intranet including administration, site development, document control and workflow management
- ▶ Participate in internal and external audits; oversee and coordinate responses to audit requests
- ▶ Manage department team members, including performance and training assessments. Assist in the development of IT staffing plan and professional growth
- ▶ Manage IT Programming department services, service level agreements, and reporting of department activities, tasks, and operational metrics
- ▶ Maintain professional and technical knowledge through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking and participation in professional industry groups
- ▶ Evaluate and assess strategic solutions that leverage new and emerging technologies that drive process automation and improve organization effectiveness

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- ▶ Proactively align IT objectives with OCERS Strategic Plan and Business Plan Initiatives
- ▶ Drive innovation across the organization by identifying needs within departments, evaluating current and emerging technologies and recommending solutions to streamline, automate and provide the most efficient use of OCERS assets and resources

Technical Experience

- ▶ Microsoft SQL Server Reporting Services and PowerBI
- ▶ Microsoft SharePoint and Office 365
- ▶ SQL Server Database Programming with Stored Procedures Scripting Experience
- ▶ Oracle Database Programming with Stored Procedure Scripting Experience
- ▶ Source control using Git, GitHub.com and related programming workflows
- ▶ Node.js, Typescript, and React
- ▶ HTML, CSS, Javascript
- ▶ Microsoft .NET Programming and Web API 2.0
- ▶ Process Automation, Robotic Process Automation (RPA), Machine Learning (ML) Artificial Intelligence, Cloud, Network and Cyber Security basics.

Qualifications

The minimum qualifications required for entry into the classification are as follows:

Education and/or Experience

- ▶ Bachelor's degree from an accredited college or university with a major in Information Technology, Computer Science or a related field OR;
- ▶ Six years of relevant professional industry or military experience AND;
- ▶ Previous application programming or software development, IT project management, or IT business operations experience.

Special Notes, Licenses or Requirements

- ▶ A valid California C driver's license or the ability to arrange necessary and timely transportation for field travel
- ▶ May be required to use personal vehicle
- ▶ A complete background investigation is required; a felony or misdemeanor conviction may be a disqualifying factor from employment

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- ▶ **Highly Desirable:** Project Manager Professional (PMP) Certification, Information Technology Infrastructure Library (ITIL) Certification, Certified Secure Software Lifecycle Professional (CSSLP), Microsoft SharePoint Certification or Microsoft 365 Certified.

Ideal Candidate

The ideal candidate will possess the following attributes:

- ▶ Project and time management skills
- ▶ Strong problem solving, analytics and research capabilities and ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations
- ▶ Ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations
- ▶ Ability to lead by example and demonstrate integrity, outstanding interpersonal and leadership skills
- ▶ Excellent verbal and written communications skills
- ▶ Quick learner with the willingness to work alongside team members to get the job done

Knowledge/Skills/Abilities

The following lists the knowledge, skills, and abilities necessary to perform the essential duties of the position.

KNOWLEDGE OF:

- ▶ Business workflows and capabilities of Microsoft Office 365, SharePoint Server 2010/2013, Business Intelligence, and Microsoft Office suite of products
- ▶ Detailed knowledge and current experience with the latest technologies, object-oriented programming, relational databases, web application development and maintenance
- ▶ Microsoft .NET framework, ASP.NET, C# and/or VB.NET, Microsoft Active Directory and Microsoft SQL Server 2008/2012/2014/2016
- ▶ Design and development of custom SharePoint web parts

SKILLS/ABILITY TO:

- ▶ Oversee and lead all aspects of the software development cycle including: planning, analysis, requirements definition, design, program development, testing, implementation and integration and production support
- ▶ Plan, organize, prioritize, and perform work effectively, efficiently, within stated timeframes and in a professional manner
- ▶ Demonstrate strict confidentiality, professionalism, integrity and compliance with applicable laws and regulations at all times

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- ▶ Work with pre-existing guidelines and standard operating procedures in a fast-paced professional environment
- ▶ Effectively communicate both verbally and in writing
- ▶ Work independently engaging users and executives to identify opportunities to leverage application development to enhance business processes and procedures

Physical, Mental and Environmental Conditions

The physical and mental demands described here are representative of those that are customarily required to successfully perform the essential functions of this class.

Physical and Mental Demands

- ▶ Vision sufficient to read fine print and a computer monitor
 - ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small or large groups
 - ▶ Independent body mobility to frequently stand, sit, walk, stoop and bend to access a standard office environment
 - ▶ Manual dexterity sufficient to use hands, arms, and shoulders repetitively to operate a telephone, keyboard, mouse and write
 - ▶ Mental stamina to interact professionally with members of Board of Retirement, Trustees, Participating Employers, OCERS' team members and retirement system members
 - ▶ Observe and interpret situations and have the poise and ability to act calmly and competently in high-pressure, high stress situations
 - ▶ Learn and apply new information or skills
 - ▶ Perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with vendors and staff in the course of work
 - ▶ Use written and oral communication skills
 - ▶ Read and interpret data, information, and documents
 - ▶ Analyze and solve problems
 - ▶ Occasional grasping, holding, and reaching
 - ▶ Ability to sit for prolonged periods of time
 - ▶ Body strength sufficient to lift up to 20 pounds

ENVIRONMENTAL CONDITIONS

- ▶ The primary workplace is in an office environment work with standard office equipment
- ▶ Peripheral office equipment generates to moderate noise level



Job Description

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- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups and the general public in the development and coordination of OCERS affairs
- ▶ Out of area travel may be required to attend professional conferences and meetings and occasionally to other locations
- ▶ Occasional early morning, evening, holiday and/or weekend work may be required



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ACKNOWLEDGEMENT

By signing below, I acknowledge I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.

Employee Signature

Date

Supervisor Signature

Date

HR Signature

Date