APPLICATION DEVELOPMENT MANAGER

CLASS CODE: 99-31-55

POSITION PURPOSE

Manages the Application Development Office in the Division of Information and Technology (I/T) Operations in the Unified Judicial System (UJS) by supervising assigned staff and contracted staff; working with internal committees to evaluate and prioritize requests for projects and monitor their completion; participating in the development of, and enforcing compliance with, application standards; and supervising security of the integrated case management system to ensure maintenance of critical information and software systems.

DISTINGUISHING FEATURE

This position is responsible for the successful operation of UJS's computer systems which enables court personnel to perform their daily duties, financial transactions to be sound and correctly recorded and distributed, case information to be recorded and secure, reliable distribution of data internally and to external agencies, and internal audits to be correct and complete.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Manages UJS computer systems by overseeing application development and maintenance and by providing direction to subordinates and contractors.
   a. Coordinates and enforces collaboration of common program routines among UJS systems, and works with programmers to bring existing UJS system program routines into compliance.
   b. Ensures maintenance software changes in UJS systems meet national functional policies, procedures, and standards.
   c. Coordinates and documents error-handling procedures used by UJS system programs and programming standards to be used by UJS programming staff, and ensures that programmers have access to documentation.
   d. Performs code reviews to ensure compliance with programming standards.
   e. Researches, selects, and documents change management software solutions and ensures UJS programmers have access to documentation.
   f. Enforces application standards, e.g., database design, web design, database security, documentation, programming, and testing.
   g. Oversees UJS database security efforts to ensure UJS database applications are secured to the extent of the law.
   h. Oversees case management system disaster recovery testing with the Bureau of Information and Technology (BIT).

      i. Works with outside vendors to implement case management solutions for court personnel.

2. Works with members of UJS committees, UJS business analysts, and UJS system users to ensure application changes meet business requirements and systems' goals and fulfill end-users' needs.

3. Collaborates with project managers, programming staff, contractors, and system owners in development, implementation, and testing of software program changes.
   a. Provides technical leadership to project managers and programmers working on project teams.
   b. Provides project time estimates.
   c. Oversees and approves work of development staff assigned to projects.

4. Performs administrative tasks to assist the UJS I/T Director with division operations.
   a. Works with the Director to enforce UJS application standards, transfer application support among divisions, and share programming resources.
   b. Cultivates, disseminates, and enforces functional policies, procedures, and standards.
   c. Provides direct supervision of staff.
   d. Assists the Director with budget preparation.
   e. Assists the Director with other projects as requested.

5. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises and assigns work to staff in the Application Development office; enforces compliance with application standards including database design, web design, database security, documentation, programming, testing, and others; oversees projects assigned by UJS I/T Maintenance Committee and UJS Technology Council; and oversees UJS integrated case management system security.

ESSENTIAL FUNCTIONS REQUIRE

In-state travel for project implementation, meetings, and training; sitting for extended periods of time; operating computer systems' hardware and technology; operating standard office equipment such as copier, telephone, etc.; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; possess organizational and leadership skills; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include managing and maintaining multiple, complex, web-based applications and case management systems. This is difficult because it requires working with various staff around the state to ensure business needs are met; identifying, coordinating, and documenting programming routines; establishing proper error-handling procedures; and ensuring staff's

compliance with UJS programming standards. Further challenged to maintain proficiency with current development standards and platforms, including web-based technologies.

Problems encountered include computer systems that are not working properly and evaluating the most effective corrective actions; time constraints; staff constraints; ensuring configurations are correct for each county and money collected is distributed appropriately; and recommending possibilities for new development.

DECISION-MAKING AUTHORITY

Decisions include organization and assignment of work to staff; evaluation and resolution of system operational failures; system design aspects; programming and security guidelines that ensure compliance with current standards; recommendations for project scopes, resources, and time needs; recommendations for budget items; and recommendations for operational procedures.

Decisions referred include final approval and priority of projects; expenditures; policies and procedures; and standards.

CONTACT WITH OTHERS and PURPOSE

Daily contact with division personnel, clerks, Court Services Officers, and staff in the State Court Administrator's office to verify that work orders, ad hoc requests, change requests, and new development are performed to satisfaction and in a timely manner; and with SCAO staff and outside agencies to provide necessary case information requested; and with staff and committee members to participate in meetings to discuss issues and possible resolutions, design issues and possibilities, and projects.

WORKING CONDITIONS

The incumbent works in a typical office environment; with some in-state travel for meetings.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:
- court operations, and information technology used in court operations;
- clerk procedures, financial processes, and accounting practices;
- UJS software applications;
- information system design and programming;
- hardware and software evaluation techniques;
- human resources procedures.

Skill in:
- software technology;
- planning;
- organizational management;
- time management.

Ability to:
- communicate effectively both orally and in writing;
- determine resource and capacity needs;
- work effectively with system users and vendors;
- verify issues and determine resolutions;
- supervise.

Education:

Graduation from an accredited university with a bachelor's degree in computer science, information systems technology, or a related field.

Experience:

Four (4) years of progressively responsible experience in development, implementation, maintenance, and management of automated information systems; or an equivalent combination of related education and experience.

Experience with court case management systems, court business requirements analysis, and supervision of programming/project management staff and certification from the Institute for Court Management's Court Management Program (CMP) is preferred.