

NEW MEXICO JUDICIAL BRANCH

SOFTWARE DEVELOPMENT MANAGER

This job description is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions performed.

SUMMARY

Under direction, manage the operations of the Applications Development Team and supervise two or more information technology (IT) professional staff. Ensure automated business processes are maintained and enhanced.

QUALIFICATIONS

Education: Bachelors' degree in business administration or management, project management, computer science, IT related engineering or other related field.

Education Substitution: Four (4) years relevant experience, and/or a combination of relevant experience and technical education will substitute for education on a year for year basis.

Experience: Five (5) years of general IT experience. The following specific concurrent experience must be included within the general experience requirements:

- three (3) years of technical experience including but not limited to technical project management, systems analysis and application development;
- two (2) years supervision.

Experience Substitution: Additional relevant education at the Master's Degree level may substitute for experience at a rate of 30 semester hours equals one (1) year of experience. Education may not be substituted for the specific experience required.

Knowledge: Knowledge of management principles and practices; supervisory and management techniques; employee coaching and performance evaluations; hiring, training, discipline and termination; software development lifecycle; database structure, table layouts, design and structure; IT trends, techniques and emerging technologies; project reporting and tracking methods and techniques; application development requirements and environments; programming languages and operating systems; integrated development environment software; IT development standards; capabilities and capacity of computer equipment and applications; administration and customer support best practices; troubleshooting techniques; business and system integration analysis; budget analysis and preparation.

Skill & Ability: **Skill in** project management, delegating and managing work assignments; training, supervising, evaluating and motivating staff; giving direction and mentoring subordinates; communicating effectively with diverse parties both orally and in writing using technical and non-technical language; organizing and setting priorities; multitasking; working independently; developing IT policies and procedures; reviewing, implementing and monitoring budget objectives and expenditures; directing multiple projects simultaneously and meeting project deadlines; using integrated development environment software; preparing and making formal presentations. **Ability to** troubleshoot; research and analyze problems logically and recommend alternative courses of action; establish and maintain cooperative working relationships; understand general direction of judicial entity automation; participate in short and long-term strategic planning; assess skill levels of members within the team; learn new operating systems and information technology tools; and manage time and resources effectively.

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EXAMPLES OF WORK PERFORMED

Manage and direct the staff in activities related to the overall management of projects; train, supervise, evaluate, hire and motivate IT staff of two or more; schedule employees and technical resources, set work priorities and monitor status of projects; work with management to identify strategic planning initiatives, assist in developing annual IT plan and implementing IT directives; coordinate work efforts of the Applications Development Team with other IT groups to successfully bring new judicial entity applications and enhancements into production; develop test plans; employ appropriate quality control methods; work with IT staff and end user to resolve problems; determine or develop systems architecture; work with end users to determine system requirements for new applications and enhancements to existing applications; automate current manual judicial entity processes; respond to end users when problems arise with judicial entity data and determine nature of problem and correct database; update maintenance tables as new information is added, changes needed or inconsistencies corrected; create specialized reports, queries and databases; perform database implementation and administration; demonstrate new and modified applications to end users; evaluate feedback to determine necessary reworking of the prototype(s); monitor and maintain system security; determine level of access; add or deactivate users to/from server and case management system; determine training needs for staff and implement professional development programs; participate in recruitment and selection of new employees; meet with Applications Development Team and management to discuss current issues and projects and resolve issues; evaluate emerging technology and techniques; determine priorities, review standards, procedures and results of completed work.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The following functions are representative, but not all inclusive of the work environment and physical demands an employee may expect to encounter in performing tasks assigned to this job.

Work is performed in an office, field or court setting. Travel may be required in the course of work (including meeting attendance and training) and a valid driver's license is required. The employee is expected to be punctual and to adhere to assigned work schedule. Assigned work schedules may be flexible, to include days, nights, weekends and holidays and overtime may be required. The employee must regularly interact positively with co-workers, clients, the public, judges and justices; work under severe time constraints and meet multiple demands from multiple sources. The work requires prolonged use of computers, repetitious hand, arm and finger motions as well as manual/finger dexterity. The employee must be able to kneel, stoop, lift, pull and carry up to 40 pounds. The employee may be required to sit or stand for long periods of time. The employee may be exposed to fluctuating outdoor and building temperatures; hostile or violent situations that may arise when dealing with individuals involved in court cases or contagious health conditions.