



Software Engineering Career Family LEVEL DESCRIPTIONS

PURPOSE

Jobs in this family perform software engineering work that is focused on interfacing with clients, vendors and other technologists to discover and identify business and technical requirements, determining the most efficient and cost-effective solution, and translating requirements into well-engineered, tested and deployed business application systems. This is accomplished through coordination of business process analysis and design; alignment of technology to agency program needs; and defining solutions that utilize a variety of hardware and software technologies and may include new code construction, modifications to existing systems, and/or commercial-off-the-shelf implementations. The jobs in this family are also responsible for helping to develop and advance a long-range vision of how IT will support government; and analyzing, designing, programming, testing, installing and maintaining the resulting information systems to include IT portfolio management, IT development architecture/standards/policy creation, quality assurance, business security/risk management, business continuity and project management.





Software Engineering Career Family

LEVEL 1 DESCRIPTION - Managerial Track

Class Code: 805111 Exempt Software Engineer Manager I

Summary

Coordinates work responsibilities and leads a team(s) comprised of software engineering staff. Employees in this role provide day-to-day supervision or work direction to a team that carries out module-level to moderately complex system/application activities and projects. Work at this level requires thorough knowledge of the State's business areas, services, and work processes, with special expertise in the systems and work processes of any client area directly supported by the team; the ability to address team and complex software engineering issues; and the authority to make short-term operational decisions. Gaining people management skills and abilities is a major responsibility and focus of this role.

Nature of Work

- Aligns work with management goals and objectives and accordingly establishes goals and expectations for team members.
- Recommends resources and budgetary requirements for annual planning purposes; may write justifications for resources.
- Creates a positive work environment that maximizes the strengths of members and focuses on individual and team developmental areas in order to increase the capability of staff and to ensure work quality; identifies training needs and works to ensure training is made available to staff.
- Reviews work and monitors progress and performance of activities and projects, provides guidance and coaching, and motivates on an individual and team level to ensure completeness and soundness of work and achievement of goals.
- Assists in recruitment, interviewing and hiring; provides new employee orientation; provides input on personnel actions such as performance reviews and discipline to ensure competent staff.
- Acts as a technical reference and advisor for the team, other colleagues, key stakeholders and vendors; maintains up-to-date knowledge of software engineering concepts and approaches; may research and evaluate the applicability of new technologies.
- Identifies and recommends improvements to work procedures and processes; resolves technical disputes between team members.
- Manages or directs the management of projects; integrates resources effectively; formulates project plans, establishes critical path, coordinates vendors, tracks project progress; and may be actively involved in the execution of the technically complex aspects of assigned projects.
- Serves as client relationship manager; communicates with project sponsor(s) to monitor and facilitate satisfaction; ensures consistent and quality communication occurs between the project leader and client.
- Participates in client portfolio management process; maintains knowledge of the clients business, including current and future needs; understands the business impact of different solutions and can assess the tradeoffs between business needs, technology requirements, and costs.
- Performs the same activities of team; assigns work and projects (in collaboration with management); plans, directs, and utilizes available resources; evaluates and reviews code, documentation, and technical requirement specifications prepared by staff.
- Collaborates and communicates with other teams and BIT employees to obtain information and needed resources.
- Identifies more effective and cost efficient approaches for delivering service that may include changes in technology, structure, roles, and/or processes.
- Educates staff on new technologies or changes within BIT and communicates critical information to ensure compliance and advancements in methods and techniques.

Competencies

- Displays Integrity & Commitment
- Acts Decisively
- Builds Strong Alliances
- Demonstrates Astuteness
- Builds Competence
- Exercises Due Diligence
- Focuses on Customer Needs
- Achieves Successful Results
- Communicates Powerfully
- Develops Successful Teams

Job Knowledge (typical education/experience preferred for entry into the level)

Typically requires a degree in software engineering or related field plus 8 or more years of progressive software engineering

experience including evidence of people skills and abilities.

Career Development

This role provides the opportunity to begin a leadership career with the State through delegated authority to lead a team, to provide direction, to motivate, to mentor, and to impact team performance. Opportunities at this level involve impact on team and technical procedures and process; more in-depth and regular interactions with higher level management, including participation in management decision making; increased client contact; exposure to budget and resource management; and the development or direct the development and management of software engineering projects.

To develop proficiently in this role, it will be important to shift focus from performing individual contributor work the majority of the time to a more balanced focus on leading a team and engaging in the work performed by team members. It will also be important to seek answers, guidance, and training to address one's gap in knowledge and abilities regarding the nuances of this role, including interpersonal skills in leading a team of diverse personalities and abilities, personnel rules and regulations, resource management, budget management, and decision making authority; accept responsibility for taking action and making decisions that are right for the business even though that may affect personal relationships; develop strategies or approaches for conflict resolution; and strengthen relationships within BIT and with clients.