Classification: Division Assistant Director
(Application Development and Support Section)

Title Code: V09707

Pay Range: --

POSITION SUMMARY:

This is a highly technical, supervisory and administrative position responsible for directing and managing the Application Development and Support section of the Criminal Justice Information Services (CJIS) Division in an agile environment. This section includes units focused on: product planning and development, support, quality assurance, oversight of the Missouri State Highway Patrol (MSHP) product portfolio, research, and planning. General direction is received from a superior, but the employee is given latitude for using independent judgment and initiative in attaining overall objectives.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Oversees and coordinates the implementation, direction, execution, and monitoring of product development and support of agency applications that affect several technical environments within the CJIS Division. This position is responsible for frequent coordination and interaction with troops, divisions, and other state, local, and federal agencies, as well as vendors and contractors, to include routinely advising and briefing command staff and other high-level employees regarding product development, research, and strategy.

Works with the section managers to develop and establish goals, project plans, short and long term objectives and vision, to include: acceptance testing, planning product release, product enhancement suggestions, as well as technical, funding, and administrative issues.

Ensures proper training and resources are available for the section to provide current and successful development and support of all MSHP applications based on business owner requirements and associated technologies and software being utilized.

Prepares, evaluates, and oversees backlog for sprint and release planning and statements of work.

Prepares, evaluates, and oversees grant applications and bid specifications, to include other documentation for funding and acquisition of tools, technology, contractual services, education, implementation, and use.

Reviews existing and new standards, policies, procedures, and work schedules, as well as prepares professional documentation, to include technical documents, reports, presentations, proposals, letters, and management reviews.

Directs the work of a staff of IT professionals utilizing the agile scrum methodology, to include the training and instruction of personnel to ascertain that work is performed in accordance with established standards and that new methods and techniques are properly understood.

Serves as liaison to vendors, consulting firms, and external state, local, and federal agencies with potential impact on development operations. Attends meetings and manages partnerships with other state agencies, local criminal justice agencies, customers, stakeholders, and other external vendors.

Researches and pursues new technologies, agile practices, and software development practices.

Performs work-related travel as necessary.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of the principles, practices, and techniques of full life-cycle application development, to include the agile project methodology and team function, managment, concepts, and practices.

Extensive knowledge of modern management principles and techniques.

Comprehensive knowledge of leadership principles and techniques.

Comprehensive knowledge of the concepts and principles of project management, as well as database and relational database design.

Comprehensive knowledge of or the ability to learn the agency's functions and interrelationships.

Considerable knowledge of modern management principles and techniques, particularly as applied to security of enterprise IT infrastructure.

Considerable knowledge of principles and practices of administration and supervision.

Considerable knowledge of or the ability to learn the agency's related hardware and software platforms and technologies.

Working knowledge of systems analysis and design techniques, as applied to electronic data processing, as well as computer programming, system analysis, and application security.

Working knowledge of applying for and managing state and federal grants.

Possess successful time management techniques, research, analysis, and organizational skills.

Possess good public speaking skills and the ability to interact with a variety of business professionals.

Ability to comprehend and innovate while solving business problems.

Ability to plan and implement projects necessary to ensure effective and efficient product development and support.

Ability to comprehend, analyze, and research problems of a complex nature, and make independent decisions as to their solution.

Ability to maintain accurate records, files, and documentation.

Ability to exercise judgment and discretion.

Ability to perform job related travel as needed.
Ability to provide direction/guidance to projects involving multiple organizations and/or groups.

Ability to support, coach, and mentor assigned team members.

Ability to utilize project management tools.

Ability to review, prepare, and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to train and assist less experienced personnel.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree from an accredited college or university in a field associated with the duties of this position; and seven years experience in product planning, development, and support. Two of the seven years must have been in a supervisory position.

Experience with, or knowledge of, information technology, criminal justice, or an agile based environment, with duties directly related to planning, researching, developing, quality assurance, supporting, and managing a product portfolio for an agency, is preferred, but not required.

Possession of a Master's degree may be substituted on a year-for-year basis for the required experience.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Successful completion of the Patrol's Supervision School and other leadership/management related courses within twelve months of appointment, or as soon as scheduling will allow.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.