

**Job Description:** Systems and Programming Manager  
**Department:** Family and Youth Issues  
**Status:** Exempt  
**Last Revised:** 10/21

**Definition:**

This position is responsible for analyzing user needs, designing programs, performing testing, and implementing code in order to create and modify specialized applications used in a department; develops and modifies databases as required; content management and performs related work as required evaluating and assuring the quality of documentation processes and procedures across all programs from first contact through case closure. This position is primarily responsible for data collection, data/database management, and data reports in multiple formats for multiple project purposes. This position serves as the liaison between programs, the clients, Cabinet staff, the public, and grantors. Supervises personnel engaged in projects such as systems analysis and design, developing, testing and debugging computer programs and modifying or maintaining existing programs; preparing instructions for operations personnel. This position reports to the Program Director.

**Supervision Exercised**

System's Analyst, Interns

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**Duties**

- Confer with users to define requirements and resolve problems.
- Evaluate capabilities of available hardware and software.
- Perform the full range of application and specification development, programming, and database modification jobs and assignments.
- Determine user needs and develop electronic information technology applications.
- Analyze applications and prepare program specifications, flow charts, and decision tables.
- Perform maintenance and modification on existing system applications.
- Prepare sample runs for testing programs and solve problems identified during tests.
- Prepare written operating procedures to be used by operations staff.
- Instruct operators in the use of new programs and coordinate initial production runs.
- Develop final program changes and prepare final documentation and procedure manuals.
- Recognize process improvement opportunities.
- Prepare and present detailed oral and written reports
- Use database languages to create, convert, and modify databases.
- Troubleshoot processes, data issues, and/or programs and act as liaison with Cabinet staff, stakeholders and grantors.
- Prepare and evaluate statistical and informational reports for department including quality assurance activity.
- Coordinate services and activities with internal divisions, agencies, organizations, and funding sources in accordance with department policies and/or government regulations.
- Meet with vendors, preview new products and maintain current information and technology skills in order to serve as a resource to users and staff.
- Attend training for new products and participate in Department project meetings
- Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives including ensuring the quality and content of staff to client interactions; contribute to the success of these areas.
- Read, understand, and apply all agency and department policy and procedures set forth in both the Agency Handbook and FYI Program Manuals;

- Other duties as assigned
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## **Entry Level Qualifications**

### **Ability to:**

- Adhere to schedules and specific timetables;
  - Use good organizational skills and the ability to be task-oriented;
  - Effectively communicate in both oral and written forms;
  - Use excellent inter-personal skills, including intangible qualities (e.g., friendliness, openness, non-judgmental attitude, enthusiasm, etc.);
  - Be physically capable of performing all job duties;
  - Complete paperwork and reports.
  - Perform the full range of application and specification development, programming, and database modification jobs and assignments.
  - Recognize process improvement opportunities.
  - Prepare and present detailed oral and written reports
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### **Special Requirements:**

- Must have a Bachelor's Degree;
- A Bachelor's degree from an accredited college or university in Computer Science or a closely related field or four years of full-time programming experience using languages and working with information technology equipment OR an equivalent combination of education and experience.
- Experience with various data programs including Excel;
- Must have reliable transportation to get to and from work;
- Must possess a valid Nevada Driver's License, and have current insurance if using a personal vehicle for company work;
- Able to pass complete background check.
- Must be able to lift 25lbs; carry up to 25 lbs.; walk up and down stairs; sit for up to 2 hours at a time; complete repetitive tasks such as data entry for up to an hour at a time; ability to frequently stand, walk, stoop, and kneel.
- Ability to work occasional evenings and weekends.
- May need to travel via plane for work related activities and/or training.
- Ability to use data processing and associated equipment.

### **Benefits**

- Eligible to receive Cabinet benefits for full-time staff.
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