Job Description

Job Title:	IT Engineering Manager

About us:
The WCIRB is California's trusted partner in Workers' Compensation Insurance, leading the way in objective research, data science and education. The WCIRB is a California unincorporated, private, nonprofit association comprised of all companies licensed to transact workers' compensation insurance in California, and has over 400 member companies. No state money is used to fund its operations. The operations of the WCIRB are funded primarily by membership fees and assessments. Through our products and services, we are shaping the future of the Workers' Compensation industry. Our core values of collaboration, innovation and integrity guide us in setting industry standards by developing cutting-edge technology and services for our valued customers.

About this role:
The IT Engineering Manager is responsible for providing direction on and executing software development practices that support our mission critical business applications, as well as running day-to-day operations of software development and application support processes. The incumbent leads a team of software engineers who ensure that robust and architecturally sound software solutions are defined, implemented, and maintained. This role will work closely with other IT managers and architects to define and execute IT strategy in close alignment with business strategy.

Essential Duties and Responsibilities

- Provide leadership, guidance and supervision of direct reports; train, develop and motivate staff via ongoing feedback
- Manage software development resources across multiple projects, sourcing and developing technical staff as required
- Ensure assigned projects execute according to established plans
- Employ Lean principles and engineering best practices to ensure delivery of high-quality, value-driven, operationally efficient features that support our technology platform and business initiatives
- Work closely with technical leads to create development estimates and maintain detailed timelines that meet project schedules and expectations
- Guide technologists on making sound decisions that support company priorities, while promoting clarity, understanding and alignment among cross-functional delivery team members
- Establish plans and promote continuous improvement of how solutions are delivered
- Support development operations (DevOps), working closely with project/release managers, software developers, QA, and IT operations to streamline the delivery of software releases into production, while mitigating customer impact
- Support release and deployment activities, ensuring that all software-related deployment tasks are planned and executed successfully
- Work closely with the architects to ensure that the software engineers comply to architecture standards and best practices that promote performance, scalability, security, and recoverability
- Communicate effectively with all levels of IT and Business Stakeholders, keeping leaders apprised of issues, concerns, mitigation, and remediation plans

Job Description
IT Engineering Manager

- Manage relationships and coordinate work between different teams at different locations and time zones, including off-shore
- Stay abreast of industry trends and best practices
- Enforce the Change and Release Management process for all software-related changes

Qualifications

The individual must be able to perform each essential duty in order to perform this job successfully. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience
- Bachelor's degree in Computer Science or related field, or relevant experience
- Minimum of 10 years of experience in developing, architecting, and managing software and database development
- Minimum of 3 years of experience managing a team of technical resources, including recruiting, administrative, performance, and resource planning
- Experience managing vendors and managed services providers, including off-shore resources

Knowledge and Skills
- Advanced knowledge of software development lifecycle (SDLC) and application lifecycle management (ALM)
- Advanced knowledge in Microsoft technologies, including .NET Framework, C#, WCF, SQL Server
- Advanced software architecture knowledge in both transactional and decision support systems
- Expert-level knowledge in web and integration technologies and concepts, such as JavaScript, web services, REST, services-oriented architecture (SOA)
- Significant experience with object-oriented design (OOD), test-driven design (TDD), refactoring, design patterns
- Demonstrated ability to manage resources and work across multiple projects
- Demonstrated effective leadership and analytical skills
- Advanced written and verbal communication skills
- Excellent problem-solving capabilities and ability to deal with ambiguous situations
- Experience in both Waterfall and Agile development practices required

Physical Demands

The physical demands described in this section are to be representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Job requires 80% sitting and 20% moving about the office
- Significant amounts of time spent at a PC using keyboard and/or mouse

Work Environment

The work environment characteristics described in this section are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequent interaction with employees of different departments and divergent skills with WCIRB software and hardware
- Occasional periods of high stress and moments requiring quick, knowledgeable decision-making

Disclaimer

Management may assign or reassign duties and responsibilities to this position at any time. As such, the job description may be reviewed depending on the WCIRB's needs. Further, this job description is a general summary of responsibilities and requirements and is not intended to be all-inclusive of the responsibilities and requirements of this position.

Key Search Words
Manager, Software Engineering, Software Development, SDLC, SOA, DevOps, Integration, Database Development, Lean, Agile