

SYSTEMS INTEGRATION SUPERVISOR

NATURE OF WORK

This is Supervisory and advanced technical work directing employees engaged in supporting and implementing complex software applications used in support of the utility and/or the City's administrative and operational functions.

CLASSIFICATION STANDARDS

The single position allocated to this classification reports to a designated manager and works under general supervision. Work in this class is distinguished from higher classes by its lack of overall departmental responsibility and from lower classes by its supervisory and technical responsibilities.

EXAMPLES OF WORK**

ESSENTIAL JOB FUNCTIONS

Plans, directs, assigns, and supervises work of subordinate employees.

Establishes schedules and priorities for software development, testing, evaluation and implementation.

Reviews and analyzes new or revised systems and/or procedures and approves for acceptance into production status.

Coordinates staffing to ensure resolution of user requests, support queries and software enhancements and issues.

Evaluates demands and makes recommendations on resource requirements and costs to provide appropriate software support services.

Performs timely, fair and non-discriminatory evaluations of the performance of subordinate employees.

Recommends selection, promotion, discharge, and other appropriate personnel actions. Assists in development and implementation of Information Systems Department (ISD) or Computer Systems Department (CSD) standards and compliance with them by staff and users.

Assists in review of information systems plans for GRU or General Government. Disseminates information regarding computer software needs including costs, features, and alternative solutions. Assists in evaluating proposals and quotes. Prepares project status reports.

Monitors unit budget and assists in annual budget process.

Makes long and short range plans for unit.

Attends work on continuous and regular basis.

NON-ESSENTIAL JOB FUNCTIONS

May act in absence of supervisor.

May be responsible for enforcing the city's drug free workplace policy, based on physical location and organizational structure.

Investigates subject matter and prepares replies, recommending solutions and courses of action.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from an accredited two year college or university with major course work in business, computer science or related subject and five (5) years of progressively responsible work in at least two of the following areas: digital computer systems, systems and help desk operations, software applications support, application security functions, user training, applications enhancement prioritization, report development and other user coordination functions, including two years experience in supervisory functions, preferably in end user support or system testing and integration, or any equivalent combination of education, training and experience which provide the required knowledge, skills and abilities.

LICENSES/CERTIFICATES

None.

NOTES

This is professional work which may require hours in excess of the normal work week. May be required to attend meetings outside business hours.

SELECTION FACTORS

Thorough knowledge of the City's ordinances, policies, systems and procedures governing utility and General Government operations.

Thorough knowledge of principles and operations of General Government's or the Utility's computer software systems and knowledge of related technology.

Ability to plan, direct and supervise work of others.

Ability to follow developments in information processing technology and apply them to the utility's and/or General Government's needs.

Ability to develop long term plans and programs and to evaluate work accomplishments.

Ability to communicate effectively, both orally and in writing.

Knowledge of governmental budget procedures.

Ability to review and make recommendations on end user support and training in highly complex operating environment.

Ability to assist in developing and maintaining standards for ISD or CSD procedures.

Ability to maintain records and prepare complex technical reports. Ability to work effectively with elected officials, charter officers, department heads, representatives of other agencies, city employees, and the general public.

Human Resources Department: Signed original on file in Human Resources /

Date

** This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job

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