



CLASS SPECIFICATION

Class Code: 17652
Date Est: 07/1980
Last Rev: 12/2013
Last Title Chg: 12/2013
FLSA: Exempt
Probation: 12 months

DEPARTMENT SYSTEMS SUPPORT SUPERVISOR

DEFINITION

Under general direction, plans, organizes and supervises the implementation and administration of department specific information systems and software; serves as the department focal point for systems development and software acquisition; analyzes business processes and coordinates the integration of computer systems/data for reporting purposes; reviews and ensures the accuracy of department specific data bases and integrated reporting functions; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Computer Science or a closely related field plus three years full time data management experience to include some lead or supervisory responsibility; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level in the Department Systems series responsible for performing systems support duties and supervising other department staff in the implementation and administration of department information systems and software. This job is distinguished from the Department Programmer series in that the primary responsibility is not for the programming design or implementation of code and it is distinguished from the Department Systems series in that the primary responsibility is not the administration of a department's computer network or hardware devices.

SUPERVISION EXERCISED

Exercises direct supervision over support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide supervision, training, work evaluation, and discipline for assigned staff.

Direct, supervise, and monitor the development and maintenance of department specific information systems, software, and databases; analyze workflow, timing, business rules and associated legal obligations; develop and implement strategic plans to construct standardized and custom reports.

Conduct ongoing quality control of computerized data for accuracy, security, and timing to meet State, County, and local government agencies reporting requirements to include mandated format and timelines; analyze the movement of information and data between divisions; evaluate options and develop alternatives to resolve problems; plan and schedule timely mass updates of database avoiding interference with workflow in the office.

Reviews or conducts analysis of interfaces between department information systems and software/equipment.

Works with centralized technology services personnel to develop interfaces between department systems and equipment and other County systems.

Coordinate work with division heads to promote cooperation ensuring timely processing of work; participate in problem resolution as necessary to accomplish goals and objectives.

Create and prepare multiple analytical mandated reports for State, County, and local government agencies; make presentations to department management, internal committees, and external agencies.

Conduct analytical studies and research in response to requests for information from the State, County Commissioners, management, Finance, staff and other governmental agencies; evaluate and project the impact of changes in the laws and regulations on department reporting requirements.

Monitor databases to ensure the correct methodology is utilized to create defined records and reports; develop standards for costing, encoding, and processing data to ensure the overall effectiveness and accuracy of records and reports.

Organize, plan and conduct administrative studies with internal operations or funding impact; participate in various committees; research issues, define problems and make corrective action recommendations.

Provide advice and recommendations to management concerning goals, objectives, policies, procedures and work standards; make recommendations regarding quality control, organization structure, equipment and/or software purchases and staffing; develop and submit budget recommendations for staffing, projects, training programs and equipment.

Represent the department with State agencies, other government agencies, and the public on department specific issues; provide information as required for use in internal and external hearings and meetings; provide customized data sets and reports upon request.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

Perform other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Department and division office functions, policies and procedures and the inter-relationship between divisions.

Data acquisition, quality assessment, and business processes within the department and division assigned to.

Department and division operation methods, procedures, principles, and terminology.

Department and/or division specific factors that influence various cost projections and fiscal impacts.

Work and data flow through department and division information system(s) and how databases are used .

County policies, procedures, ordinances, and codes.

In-depth knowledge of computer systems, programs, software, and equipment used within the division and/or department.

Detailed working knowledge of relevant process, information/data flow and related legal requirements.

Ability to:

Supervise assigned personnel, including training, assigning, and reviewing work, administering discipline, and conducting performance evaluations.

Plan, coordinate, and direct the acquisition, development and maintenance of department and/or division workflow, databases, records and reporting requirements.

Analyze office functions and work methods, developing recommendations to optimize efficiency through automation.

Assess resource needs and costs for department/division database management.

Prepare and submit fiscal analysis and funding requests for department Capital Improvement Projects.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Data management, query languages and report writing.

Principles and practices of supervision.

Statistical, trend, and system analysis.

Ability to:

Assemble and analyze the statistical characteristics of data and analyze factors that influence the validity of conclusions drawn from data.

Ability to analyze and interpret methods, procedures, materials, and equipment used in statistics and database management.

Assess the accuracy and integrity of data and assist in the resolution of data discrepancies; participate in resolving database security issues.

Develop charts and graphs.

Meet deadlines and manage multiple projects simultaneously.

Operate a computer and related software.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Analyze data, evaluate costs and efficiency, and prepare computer hardware and software procurement recommendations.

Develop and make effective presentations using visual aids and other communications tools.

Interpret and apply regulations, policies, and procedures.

Communicate effectively, both verbally and in writing.

Maintain effective working relationships with outside vendors, division staff, and representatives of other departments.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use computer, printers, plotters, electronic storage devices, copying machines, and other office equipment.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.