



Title: Application Systems Supervisor

FLSA STATUS: Exempt from overtime under FLSA.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from IT Apps & Geospatial Systems Manager
Exercises direct supervision over professional and para-professional staff.

MINIMUM QUALIFICATIONS

- **Education:** Two-year Associates degree or equivalent
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:**
 - TOC-D certification within 6 months of hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

JOB SUMMARY

The purpose of this position is to supervise and monitor IT application support staff and serve as a backup for staff. Performs in a working supervisor capacity; plans, organizes, assigns, coordinates, and reviews work of workgroup to ensure staffing, coverage and quality standards; establishes and enforces standardized approaches to troubleshooting and major application systems and hardware upgrades; generates reports; reports results to management; ensures staff meets goals and objectives; recruits; manages staff; evaluates new major application systems needs; handles after hours calls; manages service agreements; ensures established service levels and customer satisfaction standards are met. Responsibilities may include functioning as application administrator, administration of middleware components; supervising development and maintenance of City-owned applications, installs upgrades, patches, fixes, and maintenance packs; provides backup support for Analysts; participates in software selection teams; makes decisions on application versions; coordinates meetings and activities of cross-departmental; creates departmental and sectional standards, policies, and procedures.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Supervises staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, monitoring staff performance and development.
2	Documentation. Creates various technical documentation following application, IT and City standards and policies; reviews group documentation to ensure standards are met and projects follow departmental processes.
3	Supervises Analyst duties. Assigns work and projects to subordinates; sets priorities and direction; works closely with Analysts to support their work efforts; ensures compliance with policies, procedures, and standards; determines staff training needs; develops training plans with staff.
4	Daily support of applications used by City employees. Performs troubleshooting when applications are not functioning properly; works with users, other IT staff, and vendor to determine cause and resolution; monitors application performance; fine-tunes application parameters, as needed.
5	Installs and / or upgrades fixes and new releases. Ensures systems are maintained; upgrades applications to new releases; installs upgrades, patches, and maintenance packs; oversees and coordinates user testing; maintains and updates hardware as needed. All following IT project management process procedure.
6	Other responsibilities may include: creating reports and providing data to management; works on or leads internal teams to carry out projects as assigned; assists and backs up the PeopleSoft Analyst, providing guidance and technical expertise.



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PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"									
The physical demands described here are 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.									
Sedentary	X	Light	X	Medium		Heavy		Very Heavy	
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.		Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.		Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.	

Work Environment for this position is indicated below with "X"							
The work environment characteristics described here 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.							
Office	X	Outdoors		Vehicle		Office and Field/ Plant/ Warehouse	
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.		Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.		The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, servers, printers, scanners, copy / fax machine, and related software, telephone, calculator, overhead projector.

PROTECTIVE EQUIPMENT REQUIRED:

None required.