



Title: Business Systems Supervisor

FLSA STATUS: Exempt from overtime.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Department Manager.

Exercises direct supervision over professional and para-professional staff.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in any field or equivalent
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:** May require proficiency in one or more specific systems, and / or queries and reporting applications such as PeopleSoft, ACCELA, CLASS, Northstar, Tax Mantra, SQL, Crystal Reporting, Access, CMS, mCARE, eCARE, iNovah, iNovah2, Hansen, Camtasia Studio, New World Systems, Lenel, eLogger, iFIX, iHistorian, and other applications depending upon assignment.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.
- Experience with the various business and financial systems utilized by the City

JOB SUMMARY

The purpose of this position is to supervise system analysts and to provide functional support to one or more of the City's business and financial management systems, analyze business process and technology requirements to achieve system improvements and department objectives; work as a liaison with the City's Information Technology Department (IT), ensuring appropriate and efficient utilization of departmental applications systems and available technology, mapping business processes, leading testing during upgrade and installation activities, identifying needs and possible solutions, and providing user training and support. Other duties include researching and analyzing trends, participation in implementation of new applications, working with consultants and vendors, recommending business process and policy improvements and performing related duties or projects as assigned.

ESSENTIAL FUNCTIONS



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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	Manages staff to provide a team of support to the department's business and financial management systems. Plans and prioritizes tasks, ensuring policy and procedure compliance and recommends changes and adjustments. Manages staff performance and development including recommendations regarding hiring, discipline and termination decisions.
2	Analyzes and/or oversees the analyses of business processes, system controls and customer needs and utilizes technological solutions to achieve efficient and cost effective results. Collaborates with users to evaluate program and system effectiveness and provides technical solutions or recommendations for changes and upgrades to enhance system controls, improve functionality and/or efficiencies.
3	Monitors and researches trends and developments and makes recommendation on software and hardware needs; works with vendors, consultants and staff and assists with the procurement, budget, and evaluation process on software and hardware related purchases for the department. Coordinates system migrations to new technologies that contribute to department goals and objectives. Works with Information Technology department and users to implement and test or oversee the implementation and testing of upgrades and new applications.
4	Serves as departmental liaison with IT and other departments on specific software issues, technology coordination and projects; troubleshoots radio and software problems, assists with scheduling and managing the phases of system and software upgrades and implementation and performs unit, systems and interface testing. Provides budgetary information as necessary.
5	Coordinates, schedules and performs end-user training by developing and conducting training classes and/or providing one-on-one training to users as needed. Develops standards and control procedures; produces training material to document business and system rules, processes and



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	procedures. Assists users with system issues and provides resolutions.
6	Monitors and approves system security, updates and maintains system security records and permissions, and performs security reviews and audits as assigned.
7	Monitors, analyzes, and ensures data integrity; utilizes various reporting tools to provide accurate and functional data to the department; develops or oversees the development of reports, queries and presentations as needed, prepares documentation of business process and system functionality; designs reports and forms; creates analytical presentations.
8.	May develop, maintain, and update departmental web content as assigned. Assists departmental web authors as needed. Participates or assists in other special projects as assigned.

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	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		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,	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,



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environmental conditions.		inadequate lighting, work space restrictions, intense noises and travel.	varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation
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MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, scanner, copy / fax machine, and related software, telephone, calculator.

PROTECTIVE EQUIPMENT REQUIRED:

None required.