

## SYSTEM SUPERVISOR

### NATURE OF WORK

This is advanced level, highly technical administrative work managing the overall operations of a department's computer system.

Work involves responsibility for coordinating and monitoring the development, maintenance, modification and implementation of the department's data processing system. An employee in this classification exercises considerable independent judgment in the performance of assigned duties. General supervision is received from an administrative superior with work being reviewed for conformance with established departmental policies and procedures through reports, conferences and attainment of goals. May supervise and/or provide technical assistance to subordinate staff.

### EXAMPLES OF WORK PERFORMED

Manages the department's Criminal Justice Information System (CJIS); ensures that the system interfaces with city, county and state agencies and provides required information.

Manages and monitors the department's Transportation and Utilities Records Management Program (RMP) and related initiatives; reviews and recommends change for proposed initiatives; reviews program and project costs and evaluates the return on investment; attends meetings with internal staff, vendors, consultants, citizens.

Manages the department's Aging Information System (AIS); ensures that the system interfaces and provides required information to rural counties utilizing its services.

Coordinates and monitors the development of database requirements for new and modified systems design in order to determine if they meet the guidelines established by the department.

Evaluates long-range administrative data requirements of the department; recommends revisions in standard, guidelines, hardware, software and training techniques.

Develops, monitors, modifies and ensures that applications software is implemented in a fashion that is easily maintained and operates in an acceptable manner; develops new applications programs as needed.

Evaluates the hardware needs of the department as it relates to the system being used; identifies and orders equipment.

Coordinates computer hardware and software; assists with budget forecasts and recommendations for computer system needs.

Supervises, plans, schedules and evaluates the work of professional and technical employees; coordinates section activities; reallocates staffing resources to meet changes in project priorities and requirements.

Performs related work as required.

## DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of research techniques, methods and procedures.

Thorough knowledge of the principles, methods and techniques of computer programming language used by the department.

Thorough knowledge of the principles and techniques of program planning, computer programming and processing, including direct access programming and control requirements.

Thorough knowledge of software development methodologies.

Ability to analyze problems and to organize their component parts into logical systems.

Ability to exhibit independent judgment and initiative in analyzing data processing systems and to make sound recommendations and modifications.

Ability to utilize technical manuals relating to programming languages, system operations and database management.

Ability to communicate effectively both orally and in writing.

Ability to effectively manage multiple responsibilities concurrently.

Ability to establish and maintain effective working relationships with co-workers, subordinates.

Ability to implement applications systems in a structured environment.

## MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in systems analysis and programming, and four years of experience managing a complex computer system; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.