



<b>CLASSIFICATION TITLE:</b> IT Applications Supervisor	<b>JOB NUMBER:</b> 7127	<b>AFFILIATION:</b> Unaffiliated (Non-Union)
<b>REPORTS TO:</b> Information Technology Manager	<b>PAY GRADE:</b> 26	<b>FLSA STATUS:</b> Exempt

## GENERAL SUMMARY

Performs complex administrative work overseeing application development and integration efforts. Ensures alignment with City goals by driving the IT Strategic Plan and project management activities. Manages cost-effective technology solutions for all aspects of the City, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Information Technology Manager ("supervisor"). Continuous supervision is exercised over assigned personnel.

## CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

## ESSENTIAL JOB FUNCTIONS

*To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.*

- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees.
- Supports assigned projects and activities; delegates projects and workload; monitors deliverables and timelines; analyzes business needs and aligns programs and projects to resolve needs; conducts requirement gathering meetings, business process reviews/ improvements; provides technical leadership and consulting across the organization, from strategic decision making down to the project planning level for all application projects.

- Manages software related projects; designs and maintains the high-level design plan for the overall logical and technical IT architecture; maintains current documentation of the City's IT applications architecture, and application portfolio; oversees all reports and documentation related to application development or integration.
- Designs, develops and oversees implementation of end-to-end integrated systems; defines, tracks and records project success criteria, to include timelines, milestones and deliverables throughout every application development/integration project; reviews new and existing IT projects, systems design and procurement/outsourcing plans for compliance with IT standards and architectural plans.
- Works with the IT Customer Service Supervisor and IT Operations Supervisor to ensure effective delivery of operational projects, including organizing and negotiating the allocation of IT resources and to develop business case justifications and cost/benefit analysis for IT spending and initiatives; develops best practices, techniques, and tools for application project planning, execution, project management, ongoing milestone/deliverable tracking, communication, and key performance metrics
- Reviews budget proposals, and recommends subsequent budget changes associated with application projects where necessary or needed.

## **KNOWLEDGE, SKILLS AND ABILITIES**

*The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.*

### **Knowledge of:**

- City's strategic business plans.
- Application development lifecycle methodologies, standards, and best practices.
- IT planning and project management.
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Principles and practices of budget development and administration.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Local government industry and related applications.
- Technical architecture and topology for software, hardware, and networks.

- Current technical Microsoft SharePoint sites design, development, implementation, and administration.
- Current technical Microsoft SQL 2014 (or newer) environment architecture, creation, deployment, and administration.
- Current technical ArcGIS (ERSI) environment architecture, development, deployment, and administration.
- Current Microsoft .Net design, development, and implementation.
- Technical aspects of field of specialty.

#### Skills and abilities to:

- Drive the development, execution and maintenance of the IT Strategic Plan.
- Support the IT Customer Service and Operations teams in execution of the IT architecture.
- Assist in the development and management of an infrastructure capacity plan.
- Support the IT Manager in the IT Governance Committee and Technical Review Committee meetings.
- Conduct research on emerging technologies in support of infrastructure development efforts, and recommend technologies that will increase cost effectiveness and infrastructure flexibility.
- Effectively communicate and manage project expectations and status to project managers, owners, sponsors, team members, and other stakeholders in a clear and concise fashion.
- Effectively manage project teams' time and allocate resources to ensure deliverables are completed on-time and on-budget.
- Analyze, conceptualize and problem-solve.
- Troubleshoot project problem areas/mitigate project risks.
- Train, supervise and evaluate assigned personnel.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or direction, organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

#### **SPECIAL REQUIREMENTS**

- Obtain PMP Certification within one (1) year of hire and maintain throughout employment.

- Valid driver's license.

## EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information systems, or related field and six (6) or more years of experience in IT application development, including two (2) years in a supervisory role, or equivalent combination of education and experience.

## COMPETENCIES

### Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

### Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

## **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**




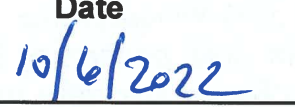

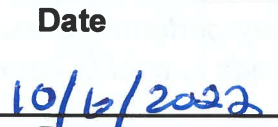
*The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting and reaching with hands and arms and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling, lifting and repetitive motions; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

**Authorization (for Archive)**

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.*

 _____ <b>Human Resources Director</b>	 _____ <b>Date</b>
 _____ <b>Department Head</b>	 _____ <b>Date</b>
 _____ <b>City Manager or Authorized Designee</b>	 _____ <b>Date</b>