



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Supervisor, Applications & Development	BAND/LEVEL:	MGT III
DEPARTMENT:	Information Technology	JOB NO:	2016
DIVISION:	Information Technology	DATE:	12/1/2017
REPORTS TO:	Manager, Applications & Development	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	FT	COST CENTER:	123
REPLACES:	New Position	LAST REVISED DATE:	11/29/2016

JOB SUMMARY STATEMENT: Directly supervises assigned Application and Development staff, as well as other operational, technical, and departmental projects as assigned by the Applications & Development Manager. Coordinates and manages large projects as assigned and works with users to develop requirements and specifications for software applications and custom systems integrations. Supervises and monitors day-to-day activity of IT staff performing activities in computer hardware and software support; support of application databases; systems programming; database administration; systems analysis and design; programming; testing; documentation, systems and program problem solving and technical support for Public Safety Applications. Evaluates the short and long-range information technology needs of Public Safety. Keeps abreast of new technologies. Trains users in the use of custom developed software. Answers Help Desk phone calls as required.

DUTIES AND RESPONSIBILITIES:

1. Assists the Applications & Development Manager in planning, scheduling, prioritizing and controlling work of Public Safety Application Team. Coordinates schedules and assigned projects with management. Monitors and reports progress of projects. Assists staff with work assignments when required to expedite progress. Prepares time estimates of proposed projects. Develops and implements work plans for operational, technical, and management projects and provides project management and oversight. Defines project scope and objectives. Develops short and long range technical and operational strategic plans.
2. Assists in negotiation, development and administration of contracts and agreements for services and materials. Prepares bid documents, bid specifications, and other agreements for legal department review. May present proposed contract to City Council or committee for approval. Provides overall project administration.
3. Supervises and/or participates in the development and selection of new applications and systems, and enhancements to existing computer applications based on system requirements. Includes systems analysis, designing, coding, writing, testing, debugging and documenting application programs. Develops schedules, project estimates, resource plans, and status reports. Conducts project tracking and analysis.
4. Coordinates the selection and installation of computer packages and application systems; and all functions associated with computer operations.
5. Works with management and end-users to determine feasibility of suggested new computer applications and enhancements to existing applications, to develop or acquire new applications and to improve existing applications. Discusses the feasibility of new and improved applications with Application & Development Manager, staff and end-users.

6. Provides support to the Applications & Development Manager and participates, as directed, in the development, preparation, and submittal of the IT Project Portfolio, operating budget, equipment replacement schedule, and capital improvement program.
7. Assists other IT staff with technical support as needed. Refers to manuals for answers to solve problems.
8. Performs support functions to end-users regarding IT hardware and software such as assisting with installations, troubleshooting problems, making recommendations, developing backup procedures, assisting with acquisitions, etc.
9. Assists with evaluation and projection of City's long-range information technology needs. Analyzes information technology hardware, software, operational personnel needs and makes recommendations to management.
10. Assists with establishing and maintaining information technology standards and procedures. Makes recommendations for improving staff and operational efficiency.
11. Keeps abreast of current developments in information technology by reading trade publications and attending seminars, classes and training sessions.
12. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
13. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in information technology, computer science, business, or a related field of study; or an equivalent combination of formal education and work experience.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age.**

EXPERIENCE:

- A minimum of six years of increasingly responsible information technology experience in the areas of systems analysis and design; systems and application programming; installation and maintenance of computer-packaged software; and computer operations.
- Supervisory experience preferred.
- Knowledge of Public Safety Applications preferred.

SKILLS:

- Supervisory skills.
- PC hardware and software skills.
- Basic math concepts.
- Excellent oral and written communications skills.
- Good listening and organizational skills.
- Project Management.
- Tact and diplomacy.
- Leadership skills.
- Analytical skills.
- Teamwork skills.
- Ability to train and guide others.

MENTAL REQUIREMENTS:

- Work independently.
- Ability to prioritize work.
- Ability to analyze complex problems and recommend possible solutions.
- Decision making ability.
- Diplomacy and judgment.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Ability to adapt to a changing environment.
- Must have a working knowledge of the City's policies/procedures with respect to the procurement of computer equipment and related software.

PHYSICAL REQUIREMENTS:

- Ability to make and receive phone calls.
- Hand and eye coordination adequate for computer input.
- Visual stamina and acuity adequate to review alpha/numeric data to spend long periods looking at computer screen.
- Ability to speak to individuals and carry on a conversations.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Direct:
 - The team responsible for the Public Safety applications.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.