



Town of Oro Valley Classification Description

Title: **APPLICATIONS SUPERVISOR**
Job Code: 1562
FLSA Status: Exempt

Department: Innovation & Technology
Salary Grade: 122

POSITION SUMMARY:

This position reports to and provides highly responsive and complex support to the Chief Information Officer (CIO). Under general supervision of the CIO, manages the Applications Division including Systems Analysts and GIS staff. The Applications Supervisor will be involved with: new application evaluation and installations, existing application enhancements, applications integration, quality assurance testing, report writing and applications security processes. Responsible for working with Town departments on business processes and their integration with large, complex, Town-wide or multi-department, applications.

ESSENTIAL JOB FUNCTIONS:

- Manages the Applications Division of the Innovation & Technology Department. Provides regular updates on key performance metrics of the Applications team. Continuously looks for ways to improve team performance and metric reporting. Prioritizes all work with correlation and consideration to I&T Department and Town.
- Oversees and provides guidance to: Systems Analysts and GIS by providing leadership and development to assigned staff. Participates in the recruitment process, evaluates work performance, ensures policy and procedure compliance, and provides guidance in employee relations matters.
- Provides high customer service to Town Council and Town Staff. Serves as an escalation point for service issues related to IT Applications and GIS.
- Plans Applications Division budget to include Capital Improvement Projects (CIP) and operations. Ensures the Applications team is operating within the established budget.
- Manages vendors related to IT Applications to include: SLA monitoring, job and project management, invoice processing, relationship management.
- Individually or as a project leader, consults with management and users to determine the needs of the system.
- Designs systems to meet the business goals.
- Specifies inputs and formatted outputs to meet user's needs.
- Using techniques such as sampling, model building and structured analysis, to ensure solutions are efficient, cost-effective and financially feasible.

- Develop specifications, diagrams and flowcharts for stakeholders (technical and nontechnical) to follow.
- Oversees implementation, coordinating tests and observing initiation of the system to validate performance.
- Performs administrative functions on behalf of the Town's self-insured medical and prescription plan and complies with the Town's HIPAA Privacy Policies and Procedures, especially as it pertains to use and disclosure of Protected Health Information.
- Independently or working with department representatives: evaluates, analyzes, and recommends new releases and enhancements to existing applications.
- Serves as technical lead on complex applications and maintenance assignments; works with department managers and key users to evaluate business process/technology alternatives and gains agreement on project designs and systems deliverables.
- Uses reporting tools e.g. SSRS, SSAS, SSIS, and common database query languages e.g. SQL to develop reports to meet departmental needs.
- Evaluates business processes and activities that relate to application functionality; recommends improvements and modifications; writes and modifies operating procedures.
- Sets up security within applications as well as workstation and database security; sets up, monitors and troubleshoots nightly processes.
- Prepares various reports, as required, including project schedules and updates, program manuals, charts and diagrams.
- Assists with user implementation of computer programs; provides customer training; prepares system, program and customer guides documentation.
- Trains Town employees on software and application usage; develops documentation of programs and systems for users and staff.
- Conducts complex systems analysis and design studies; prepares concept and design specifications and management reports.
- Performs other duties as required.
- Regular and reliable attendance; works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of governmental business processes, policies, regulations, and concepts.
- Knowledge of networking systems and concepts.
- Knowledge of SDLC, Agile, Scrum, or similar industry standards for development and solution deployment.
- Knowledge and ability to conduct business process analysis using Lean, Six Sigma, or equivalent methodologies.
- Ability to solve complex problems with well-developed solutions.
- Ability to program in common database query languages e.g. SQL.

MINIMUM QUALIFICATIONS:

- Bachelor's degree or equivalent experience in Information Technology related field.
- Minimum Six (6) years of recent experience working as or along with a Systems Analyst in a heterogeneous environment with multiple locations and more than 400 nodes, plus two (2) years of IT supervisory experience.
- Experience in management and/or supervision principles and possession of strong leadership skills.
- Knowledge of project management concepts.
- Individual must be judged acceptable based on Arizona Criminal Justice Information System background check and a screening by the Oro Valley Police Department.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.