

MARION/SALEM DATA CENTER APPLICATION SUPPORT MANAGER

NATURE OF WORK

This is administrative work managing the design, modification, and maintenance of a variety of non-regional programming systems and services through a team(s) of subordinate professional staff.

Administrative responsibilities include full supervision of staff, planning and accounting for budget expenditures, determining priorities between competing program needs, participating in the long term planning of the Data Center services as a key member of the administrative staff. Application Support responsibilities involve meeting with clients, assessing programming needs and objectives, working with subordinate staff to determine alternative application and hardware systems to meet programming objectives, advising clients of new technology, and working with subordinates to produce technical specifications. The incumbent in this classification works with Technical Support Manager, Regional Support Manager and Operations Manager to coordinate implementation of new or modified applications, as well as monitoring the quality and time lines of the work of subordinates. Work direction is provided by the Data Center Director in the form of broad objectives or specific assignments and monitored through progress reviews and the quality and timeliness of results. This is a full supervisory classification.

This classification is distinguished from the Data Center Director by the absence of overall authority to direct all services of the Center and the more limited scope of responsibilities. This classification is distinguished from the Project Leader by the greater scope of responsibilities in coordinating application support services to a wider range of clients, and the greater authority to determine priority among competing projects and the additional responsibility for overall section management within the Data Center and full supervisory responsibilities.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed, and many positions will involve essential duties, which are not listed.)

Supervises professional staff on Application Support Team with full supervisory responsibility. Makes hiring decisions, assigns work and performance standards, appraises performance, issues any necessary discipline, trains staff, makes employee termination decisions. Provides a team atmosphere, which enhances performance, challenges the employee, and provides responsive, quality service to clients. Fosters a work environment, which encourages staff to consider creative alternatives in meeting client service requests. Suggests alternative staffing arrangements and training opportunities to meet long term plans for Center.

Prepares a variety of administrative reports including responsibility for developing and submitting Data Center budget, justifying capital expenditures. Monitors and accounts for expenditures throughout the budget year. Monitors progress of application services and reports on progress to Director and other staff.

Participates as a key member of Data Center administration on long-term strategic plans and service delivery systems for Data Center clients including establishment of Data Center policies and procedures.

Participates in the evaluation of new hardware and software technologies for the Data Center. Resolves problems, which arise concerning applications as a back-up on evenings, weekends, and holidays. May serve as acting Data Center Director as needed. Represents the Director and Data Center at a variety of meetings with agency administrators and staff, advising them on Center services and policies.

Meets with a variety of clients on interagency or interdepartmental projects, or projects of considerable complexity to determine client needs and objectives. Works cooperatively with clients to clarify needs and objectives of applications needed. With subordinate team members, evaluates a variety of application alternatives and hardware systems to best meet client needs. Applications and systems include mainframe, mid-range, networks, and personal computer mediums. Advises client of alternative methods available to meet application objective and of new technology available to meet application needs. Reviews and approves project schedules and time lines, modifying schedules as needed and advises clients of schedule changes. Determines which team members will be assigned to what projects based on workload, employee talent, and career development objectives.

Assists in training Center staff on emerging technology. Monitors the work of subordinate professional staff in drafting specifications and programs for quality, timeliness, and appropriateness. Ensures developed application meets user expectations and makes best utilization of Center resources.

Prepares staff reports and makes presentations to the Computer Board, as well as other City and County meetings.

Oversees special projects including preparation of Request For Proposals (RFP), Request for Information (RFI) and Request for Qualifications (RFQ); develop bid specifications, review proposals, and awards contracts. Negotiates contracts in applicable area. Monitors contractor performance. Provide regular, on-going reports on project status.

Performs other duties as assigned.

WORK QUALIFICATIONS

Progressively responsible experience in Information Services including experience on large application projects and multiple agency application services, directing staff, budgeting and project management as typically gained through five or more years of experience; graduation from a four-year college with major course work in computer science or related field including supervisory and interpersonal relation courses; or a combination of experience and training which provides the following knowledge, skills and abilities:

Thorough knowledge of the application for mainframe, mid-range, networks, and personal computer systems and the methods to integrate the use of all these mediums.

Considerable knowledge of Data Center technology and systems, applications, utilization, maintenance and programming involving a variety of languages and utilities.

Knowledge of programming techniques necessary to design and modify applications for client use.

Knowledge of computer hardware and operating systems and its effects on the design of applications.

Background in writing application programs and modifying existing programs including testing and evaluation.

Thorough skill in the use of a variety of computer equipment and programs.

Thorough ability to work cooperatively with others.

Thorough ability to communicate effectively with a wide variety of people, both verbally and in writing, including communicating technical information clearly to a lay audience.

Considerable ability to plan and organize work, set priorities, and foster leadership and personal development within a work team of skilled professionals.

Considerable ability to estimate the time various work projects will consume and establish deadlines based on those estimates.

Considerable ability to make quick, effective decisions, resolve problems and react to changing or conflicting priorities.

Ability to plan the formulation of the Team's budget and monitor expenses.

Ability to identify creative alternatives for meeting Center's long term objectives and providing application services to clients.

Some positions may require possession of a current Class C Oregon Driver's License, and the ability to meet the Data Center's driving standards.

Work is performed in an office setting. Use of a personal computer and review of detailed information is required in the work. Work involves many interruptions, use of the telephone, changing priorities and participation in many meetings and conferences, which may require sitting for periods of up to three hours. Work may include call backs on evening or weekends for emergency situations.

MENTAL AND PHYSICAL REQUIREMENTS

These are mental and physical requirements typical of positions within this classification. Actual position requirements may differ slightly from these.

Decision making, interpersonal skills, teamwork, creativity, customer service, mentoring, use of discretion, problem analysis, negotiation, and training/supervising are continuously required. Independent judgement and/or independent action are frequently required. The need to hear, and sit are required continuously. The need to stand, walk, finger, reach, and use repetitive motion of feet are frequently required. Throughout the day the person in this classification pushes, pulls, lifts and carries an average of 5 pounds.

Personnel Director: _____

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