

GENERAL DESCRIPTION OF CLASS

The SYSTEMS AND PROGRAMMING SUPERVISOR 2 supervises analysts, senior analysts, and programmers designing and implementing new computerized information processing systems and modifying existing systems to meet the informational needs of users. All positions in this class are excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the second of a two-level series. The greater size and scope of programming and analysis work supervised distinguishes this class from the Systems and Programming Supervisor 1. The class is distinguished from the Applications Systems Manager by the absence of unit direction through subordinate supervisors. As a first line supervisor over programmers and analysts, the Systems and Programming Supervisor 2 has responsibility for developing and maintaining assigned systems.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

1. Supervision

Plans, assigns, and reviews work of staff, adjusting work assignments and schedules to maintain adequate staffing levels and respond to fluctuating workloads. Evaluates employee performance and prepares performance appraisals. Assesses training needs of staff and arranges for or provides appropriate instruction.

Reviews applicant's credentials, participates in the interview process, and hires or effectively recommends hiring staff. Resolves personnel problems, complaints, and formal grievances at the first level. Disciplines and rewards employees and counsels employees in work related activities, personal growth, and career development.

2. Budget Preparation

Monitors operational costs and reports to management. Makes budget recommendations to upper management by evaluating the staff, space, supplies, and equipment needs of the unit.

3. Systems Analysis

Assesses user's information requirements by interviewing affected agency personnel. Decides what information is needed and how to most effectively obtain and present it. Details the sequential steps involved in producing desired output and reports. Estimates feasibility and cost/benefits associated with producing such a system.

Makes necessary charts, diagrams, and related materials for communicating the characteristics of the system to the personnel responsible for system design and programming. Assists in selecting appropriate software and computing equipment.

4. Systems Design

Designs all major system components such as forms, reports, screen formats, files, and data bases.

Develops system and program specifications. Breaks projects into segments, sets priorities for assignment to other staff, and coordinates and checks progress of system development, testing, and implementation. Provides technical assistance to other technical staff.

5. Systems Maintenance

Consults with users about problems relating to system and program efficiency, logic errors, or failure to produce designed output. Develops specifications to make necessary modifications and oversees implementation.

6. Miscellaneous

Reviews technical journals and relevant literature to stay current with changes in technology. Serves as resource to other data processing personnel. Provides guidance in areas of technical expertise such as data base management, high level languages, system software, or data communications.

RELATIONSHIPS WITH OTHERS

The System and Programming Supervisor 2 regularly meets with unit supervisors and other managers to discuss programs, policies, procedures, and general managerial concerns. They occasionally contact the data processing staff of other agencies to review common areas of interest and shared responsibilities. The System and Programming Supervisor 2 contacts vendors to discuss technical matters relating to hardware and software objectives, design capacity, and malfunctions.

SUPERVISION RECEIVED

The System and Programming Supervisor 2 receives general supervision from a higher level supervisor or manager. Agency and unit operational rules, policies, and procedures as well as applicable State or Federal law and rule provide guidelines for daily work and personnel rules, law, and applicable collective bargaining contracts provide guidelines for supervisory functions. Review of technical journals and consultations with other professionals in the field provides guidance related to technical and conceptual developments.

SUPERVISION EXERCISED

The System and Programming Supervisor 2 directly supervises analysts, programmers, and support personnel ensuring that the work is of appropriate quality, making project assignments and ensuring that work is completed within time and budget constraints. Supervision may be general or close depending on the nature of the project and the proficiency of staff.

KNOWLEDGE AND SKILLS (KS)

Extensive knowledge of current theories principles, and technologies of information technologies.
 General knowledge of administrative policies and procedures, personnel rules and guidelines, affirmative action guidelines, and collective bargaining agreement.
 General knowledge of project management methodologies.
 General knowledge of the theory and practice of supervision as applied to government agencies.
 General knowledge of state-of-the-art design and programming methodologies.
 Basic knowledge of the theory and practices of management as applied to government agencies with special emphasis on organizational analysis, procedures analysis, and records management.

Skill in communicating technical concepts to users in understandable language.
 Skill in project management, prioritizing and assigning of workload.
 Skill in identifying and defining user requirements and conceptualizing workable system to meet those needs.
 Skill in feasibility study and cost/benefit analysis methodologies.
 Skill in managing large data processing system.
 Skill in coordinating and implementing training of staff.
 Skill in leadership and employee development.
 Skill in analyzing problems and making decisions and recommendations.
 Skill in documenting systems for use by others.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division