

GENERAL DESCRIPTION OF CLASS

The APPLICATIONS SYSTEMS MANAGER manages, through subordinate supervisors, the activities of a unit developing and maintaining computerized data processing systems. Sections under the direction of the Applications Systems Manager may include applications development, technical systems support, machine operations, data entry, and word processing. All positions in this class are excluded from collective bargaining.

DISTINGUISHING FEATURES

The size of the work unit requiring subordinate supervisory personnel and the diversity of activities managed distinguishes this class from the Systems and Programming Supervisor. The number and type of organizational units reporting to the Applications Systems Manager may result in full responsibility for applications development, technical support, and application software maintenance through subordinate supervisory personnel. In larger facilities, these functions may be divided among several Application Systems Managers.

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 and hires, or effectively recommends hiring, staff. Mediates and resolves personnel problems, complaints, and formal grievances at the first level. Disciplines and rewards employees. Counsels employees in work-related activities and career development.

2. Unit Management

Prepares or assists with developing the unit budget and approves expenditures. Identifies changes in staffing requirements based on workload projections.

3. Project Management

Allocates work to staff. Reviews project progress reports, problems, and projected completion dates. Reviews project progress relative to estimated resource requirements. Reviews completed projects for conformance to unit standards. Reallocates resources to optimize utilization and to assure consistency with unit and agency objectives. Develops, revises, and implements work methods, standards, and procedures to improve operations and to promote efficiency and work quality.

4. Capacity Planning

Consults with agency management to determine current and future data processing needs. Oversees

or conducts feasibility studies for development or acquisition and implementation of computer hardware or software systems or data communication systems. Prepares or oversees preparation of cost-benefit analyses and requests for proposals.

RELATIONSHIPS WITH OTHERS

The Application Systems Manager has regular contact with various levels of agency management to review their current and future data processing needs. They are in contact with vendors to receive information on new technologies, equipment, and software available on the market. They are in periodic contact with other data processing professionals outside the agency to discuss areas of common concern and promote consistency of data processing activities in the State.

SUPERVISION RECEIVED

The Application Systems Manager receives general guidance from a higher level administrator. Statements of agency or program mission, applicable agency, State and Federal laws, rules, policies and procedures, and consultations with other systems, and data processing professionals, publications, and conferences provide guidelines for the work.

SUPERVISION EXERCISED

The Application Systems Manager directs the activities of information systems professionals and support staff through subordinate supervisory personnel. Supervision is direct or indirect and specific or general, depending on the nature of the project or task assignments and the proficiency of the employees. Work is normally reviewed as completed for consistency with standards and timely completion.

KNOWLEDGE AND SKILLS (KS)

Extensive knowledge of current theories, principles, and technologies of information processing.
 Extensive knowledge of methods used in development of application software.
 Extensive knowledge of the theory and practices of management as applied to government agencies, with special emphasis on organizational analysis, procedures analysis, and records management.
 Extensive knowledge of organizational analysis.
 Extensive knowledge of records management.
 General knowledge of administrative policies and procedures, personnel rules and guidelines, affirmative action guidelines, and collective bargaining agreements.
 General knowledge of project management methodologies.
 General knowledge of the theory and practice of supervision as applied to government agencies.

Skill in delegating elements of section workload to subordinate supervisors.
 Skill in communicating technical concepts to nontechnical audience.
 Skill in project management, prioritizing, and assigning workload.
 Skill in identifying and defining user requirements and conceptualizing workable systems to meet those needs.
 Skill in directing and integrating the activities of diverse subunits.
 Skill in developing data processing budgets.
 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 interviewing and selecting employees.
 Skill in reviewing and assessing proposed feasibility analysis and proposed cost benefit analysis.
 Skill in developing, promoting, and sustaining teamwork in major projects.
 Skill in assessing agency information needs.
 Skill in effective oral presentations.

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