

## **BUSINESS SYSTEMS SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of assigned information technology staff performing professional and technical support related to information technology project management and the design, maintenance, modification, and customization of and training on departmental and/or Santa Clara County Housing Authority (Agency)-wide databases and enterprise software applications; administers short and long-range information technology planning activities; manages the effective use of assigned resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Director of Information Technology and Facilities in areas of expertise; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Director of Information Technology and Facilities. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff in the Information Technology Unit. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, involving frequent contact with the public. This class is distinguished from the Assistant Director of Information Technology and Facilities in that the latter has overall responsibility and management of Information Technology and Facilities Department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, supervises, and oversees the daily functions, operations, and activities of business systems in the Information Technology Unit including project management, business process analytics, and database and enterprise software application management.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; determines and recommends staffing needs; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Ensures compliance with all applicable regulations, standards, policies and procedures; develops and implements internal mechanisms for the continuing review of services administered, recommends improvements and modifications and prepares various reports on staff activities and projects.
- Develops and implements goals, objectives, policies, and priorities; recommends and administers policies and procedures; participates in deliberations to address operational and change management issues as they relate to Agency-wide and departmental information services; assists in developing and implements adopted information technology services strategic plans, policies, and standards.
- Participates in the development, administration, and oversight of assigned budget.
- Manages a portfolio of systems, infrastructure, and software application research, development, conversion, installation, and maintenance projects through the entire project lifecycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Plans, organizes, and defines project requirements, methods, and end objectives in consultation with end users; performs risk assessments; develops concept documents, impact analyses, stakeholder analyses, and draft process documentation; coordinates project activities with team members, other information technology staff, user representatives, and outside vendors.
- Develops consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; ensures contractor compliance with Agency and department standards and specifications and time and budget estimates.
- Develops project budgets, service level agreements, and schedules; monitors project progress and ensures project goals and agreement requirements are met.
- Reviews and approves user and technical operating instructions and documentation.

- Participates in the development of project management toolkits and methodologies used by information technology staff.
- Facilitates and conducts business process redesign or technical design sessions and/or focus groups for design and implementation of new processes or systems.
- Analyzes, designs, customizes, and manages Agency-wide and interdepartmental enterprise software applications; reviews, analyzes, streamlines, and documents business processes and relates them to application software capabilities.
- Interviews, analyzes, and documents end user work processes and infrastructure and system requirements; conducts technical reviews; develops or refines specifications; designs, recommends, implements, and evaluates upgrades, expansions, and solutions.
- Supervises the design and maintenance of databases and support infrastructure; supervises the design, creation, and running of reports.
- Prepares presentations and schedules partnership meetings between housing management and information technology staff to provide updates on current projects, requests, and activities and to discuss future projects and activities.
- Stays abreast of new trends and innovations in technology related to information technology project management, business process analytics, and database and enterprise software application management; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

A bachelor's degree from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and five (5) years of progressively responsible experience in information technology project management, including two (2) years of supervisory experience.

### **Licenses and Certifications:**

None.

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of budget development and contract administration.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Advanced principles and practices of information technology applications, systems, and database analysis, design, and management.
- Principles and practices of vendor relationship management.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record-keeping and report development.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

### **Ability to:**

- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned unit.
- Supervise, train, develop, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan and manage applications development, enhancement, and maintenance projects.
- Develop and maintain technical operating instructions and documentation.

- Perform analyses of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.