



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Systems Supervisor	FLSA:	Exempt
DEPARTMENT:	Information Technology	REVISED:	

Summary: Under limited supervision, analyzes computer user needs, defines software application goals and strategies, and develops integrated computer software applications while assuring the stability and reliability of the County's Information Technology (IT) resources.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Meets with departments and users to analyze operations and organization, and identify technology needs; interprets concerns, defines desired results, and develops application programming solutions; analyzes source and content of data and reporting requirements; develops project plan and coordinates development of the application programming.
- Consults with users to identify needs and concerns; develops solutions, and recommends changes to improve software application effectiveness; develops solutions to address coordination of technologies
- Develops programming solutions for application components; codes, tests and debugs to check for faults and errors; assures effective documentation of application development process.
- Maintains, modifies and updates integrated software applications; designs application enhancements, interfaces, custom graphics and revised functions; assures proper integration with other computer systems.
- Meets with users to review application utilization, identify functional inconsistencies, and resolve operational issues; provides post-implementation support to users as needed.
- Monitors system environment, access, security, functionality and utilization; resolves traffic, security, and file structure problems; assures optimum performance and system integrity; detects and corrects software errors; maintains system stability, data integrity and maximum uptime.
- Monitors and resolves system operations; identifies and assesses hardware and software needs, and recommends improvements.
- Installs and configures system hardware, software and upgrades; monitors application functionality, and tunes it for optimum performance; detects and corrects software errors; prepares and updates technical documentation.
- Supervises, trains and coaches assigned staff; prioritizes and assigns tasks and projects; develops staff skills and conducts performance evaluations; provides direction and guidance in systems development, project management, technical strategies and procedures.
- Responds to service requests; provides technical support and training to users; reviews utilization trends, identifies functional inconsistencies, and resolves operational issues.
- Assures effective communication of issues and strategies; coordinates application development activities with other departments and agencies.
- Acts as IT Director in the absence of the Director.
- Performs other duties as assigned or required.



LARAMIE COUNTY

JOB DESCRIPTION

Knowledge and Skills:

- Knowledge of County organization, policies and procedures.
- Knowledge of computer software application development, implementation and analysis principles and techniques.
- Knowledge of techniques and procedures for coding, testing and debugging software.
- Knowledge of computer programming languages, technologies and protocols.
- Knowledge of the design and maintenance of IBM Application System/400 (AS/400/iSeries/i5) relational databases, network operating systems and servers, and other data servers, storage devices and technical applications unique to County departments.
- Knowledge of computer programming languages, technologies and protocols.
- Knowledge of IT system development principles and techniques.
- Knowledge of project planning and management principles.

- Skill in analyzing IT issues, evaluating alternatives, and making logical recommendations based on findings.
- Skill in developing computer programs using different programming languages and operating systems, and managing system documentation.
- Skill in developing and manipulating large, complex data sets.
- Skill in installing, maintaining, modifying, and upgrading database software.
- Skill in managing database changes through all the stages of the development life cycle.
- Skill in analyzing needs of County departments and prioritizing IT systems to meet their needs.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in effectively leading staff, and delegating tasks and authority.
- Skill in operating a personal computer utilizing a variety of software applications.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

Minimum Qualifications:

Bachelor's Degree in Computer Science or related field; and five (5) year's experience in developing and managing software applications; OR equivalent combination of education, training and experience.