



City of Tempe

COMMUNITY DEVELOPMENT BUSINESS SYSTEMS SUPERVISOR

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	566	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Development	<i>Salary / Hourly Minimum:</i>	\$77,292
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$104,344
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Management Assistant II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i> Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives general supervision from the Community Development Director or from other senior management level staff.
Exercise direct or functional supervision over lower-level professional, administrative assistant, and/or paraprofessional staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of experience working with software solutions in the areas of maintenance management functions and asset data collection and recording and related experience specific to assigned area.
<i>Education:</i>	Equivalent to a Bachelor’s degree from an accredited college or university with major course work in computer science, public administration, business administration, information technology, or degree related to the core functions of this position
<i>License / Certification:</i>	Must possess and maintain a valid driver’s license.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City’s stated mission and values. The primary function is to provide software administration and technical support of systems and applications while ensuring the

functionality requirements are met for the department and/or division. An employee in this position will analyze functional and conceptual workflow procedures; applies upgrades and enhancements, test the application, identify program and design errors and will document procedures. This position may be required to provide support outside of normal business hours for critical issues or implementation and testing of new installs, upgrades and patches.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Coordinate activities with management and staff in the development and update, including training and use of all department software applications (i.e. Accela, Citizen Access Portal, Citizen Request System, Interactive Voice Response, GIS, and Sire), asset records keeping databases and develops business process documents for end users to ensure all data is captured and documented properly.
- Manage and maintains inventory records of all infrastructure hardware and assist in data collecting, gathering, and compiling of software installed on clients' computers and to make recommendations for operational and procedural changes.
- Conducts business process reviews and administers computer systems at a department or division level; provides quality monitoring and engages in operational activities to support business process needs and/or requirements of department and end users.
- Coordinates with Information Technology (IT) to resolve redundancy of processes across applications. Assists with migrations to new versions of systems including system testing, data conversion, system configuration, application set-up, and end user training as well as system upgrades.
- Provides technical support, analysis, research, resolution and training on software solutions for end users within the area of assignment, division, and department.
- Maintain effective and consistent one-on-one dialogue with all employees while serving as liaison between the department and Information Technology to plan, implement and administer new technology and to ensure new systems support to end user needs to improve operation and streamline work processes.
- Monitors and manages the progress of department/division projects and compiles reports relating to project costs, time frames, resource utilization, and other pertinent factors.
- Implement organizational goals and objectives; establish and discuss job duties and performance expectations; set performance goals.
- Evaluate and identify ways to integrate, update, and customize, various software solutions for efficient and effective workforce deployment within the division and department.
- Evaluate operations and activities in assigned areas of responsibility; perform analysis of methods and procedures and recommend improvements and modifications; standardizing input

data and format of output media, manual or automated processes to develop application improvements.

- Manages relationship with vendors, serves as primary point of contact for vendor or third-party implementers by coordinating workgroup activities with other divisions, city departments, and outside agencies to assure successful deployment of complex and comprehensive application and database modifications, upgrades, enhancements and ensuring the application meets the user expectation and needs (i.e., major software upgrades).
- Writes, maintains, and supports a variety of reports or queries utilizing appropriate reporting tools; assist in development of standard reports for ongoing departmental needs; manages data integrity in systems by running queries and analyzing data.
- Implements, documents, and maintains the security policy for departmental specific computer applications and staff.
- Communicate and act as a liaison with other local and national municipalities and service providers; develop relationships to obtain statistical data; and benchmark core industry functions against other local and national industry functions.
- Represent division/department to outside groups, other city divisions, customers and business partners; on various technology-related citywide advisory committees, project implementation team.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned or as the situation dictates with the scope of this classification.
- Be physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles (car or standard pickup truck);
- Traverse uneven surfaces (to conduct field and condition assessments);
- Work in a stationary position for considerable periods of time;
- Operates computers, calculators and other office machines (research, reading, analyzing data, running and writing reports, or talking on the phone);
- Extensive reading and close vision work;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- May require working extended hours;
- May work alone for extended periods of time;
- Resolve work related problems involving time constraints;
- Develops short and long-term program objectives;
- Conducts research and analyzes data on infrastructure assets.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn

Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p style="text-align: center;"><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective April 2018</i> <i>Revised December 2018 (update salary range)</i></p>