POSITION #336431
IS Supervisor 2
Application Development and Quality Management Section Chief

POSITION SUMMARY

Under the general supervision of the Deputy Director of the Bureau of Information Technology Services (BITS), the Application Development and Quality Management supervisor is responsible for the ongoing management, oversight, coordination and review of the work of several analysts and programmers involved in the development of enterprise-wide applications and systems. This position requires knowledge and experience in all phases of the application development cycle, advanced working knowledge of mainframe, client server and PC-based data systems, imaging and workflow technology, and project management.

This position is involved in projects having a high degree of internal and external coordination, working directly with the Department Bureau Directors and Division Administrators to ensure that development projects within the Department of Employee Trust Funds (ETF) meet the business processing needs of each bureau and also integrate with current and future ETF data systems. This position also coordinates activities with the Department of Administration's (DOA) Division of Enterprise Technology (DET) and vendors contracted to implement components of each project. This position supervises an applications development team and is responsible for a variety of functions requiring planning, management and leadership skills.

This position provides management oversight for the decommissioning of applications, and ensures a defined, consistent, measured and optimized methodology exists. This includes addressing all functional, interface, and data needs.

This position provides guidance and oversight for application development quality management. This includes a measurable strategic, tactical and operational approach to ensuring that our application development processes and practices mature, and overall quality improves

GOALS AND WORKERS ACTIVITIES

30%   GOAL A: Management, oversight, and coordination of application development
Worker
Activity   A.1   Contribute to strategic IT and business plan development, including assisting in the development of budget proposals for application development projects and controlling the expenditures of the resulting operational and project budgets.

A.2   Establish and maintain application development project work plans, milestones, and implementation schedules to accomplish desired goals.

A.3   Lead the development, implementation, and continuous improvement of the application development life-cycle methodology, policies, and procedures in cooperation with BITS management.

A.4   Assist in the development and drafting of necessary documents (e.g. Request for Information, contracts, training, etc.).

A.5   Ensure that all applications and application technical infrastructure adhere to information security standards, 508 accessibility requirements, ETF departmental policies and application development best practices.

	A.6	Maintain strong working relationships and effective communication with the user community and Applications Development staff.
	A.7	Provide status reports of all development and maintenance activities to the Office of Enterprise Initiatives (OEI), the CIO, departmental management, and other stakeholders, as requested.
	A.8	Work directly with BITS staff to ensure that developed systems meet the imaging, database, data management and administration, and information security processing standards of the Department in coordination with DET.
	A.9	Coordinate all system development and enhancements with BITS staff and ETF business program areas.
	A.10	Participate in selection of computer hardware or software components required to implement the system design.

20%	GOAL B:	Management and supervision of Application Development and Quality Management staff
Worker Activity	B.1	Evaluate and modify staffing level, composition, and schedules as necessary to meet operational needs, Department priorities, and automation goals.
	B.2	Recommend and initiate personnel actions such as recruitment and hiring, reclassifications, reallocations, and terminations as needed to ensure effective and efficient daily operations.
	B.3	Develop and implement standards and objectives to evaluate employee performance, provide training and development plans, mentor and counsel employees, take appropriate disciplinary action, acknowledge or provide formal recognition for good performance and resolve grievances.
	B.4	Promote, implement and administer affirmative action policies, EAP, health and safety program, departmental goals and general orientation, and harassment and discrimination policies to the team.
	B.5	Report on information technology project plans and progress, service levels, utilization of personnel and equipment, system incidents and change activities, and financial performance.

15%	GOAL C:	Leadership, coordination and facilitation of application quality management activities
Worker Activity	C.1	In collaboration with BITS, OEI, and other stakeholders, perform quality assurance review and monitoring of analysis, design, programming, testing outputs, documentation, and conversion/implementation plans of team participants and contract vendors.
	C.2	Prepare and/or review problem definitions, workflow procedures, and system and

		function flowchart documents.
	C.3	Design, develop, implement, document, and validate quality internal controls per the Department's Internal Control Standards.
	C.4	Prepare general and detailed design specifications, data structures, and logic flowcharts to implement approved systems designs.
	C.5	Prepare, review and approve artifacts in compliance with agency standards to produce efficient and maintainable systems, such as detailed design documentation and specifications.
	C.6	Prepare and monitor detailed conversion and implementation plans.
	C.7	Prepare function, process, and program specifications.
	C.8	Prepare feasibility or system requirement reports defining objectives, scope, performance requirements and impact to other areas.
	C.9	Prepare and make presentations regarding quality management activities to system users, managers, development staff, and other stakeholders.
	C.10	Develop and maintain system documentation to allow for ease of function, process, or program modifications.
	C.11	Plan and execute system, function or program test plans to ensure deliverables meet the design specifications, including the creation of test data.

15%	GOAL D:	Leadership, coordination, and facilitation of legacy applications and systems decommissioning
Worker Activity	D.1	Develop, maintain, and implement a defined, measured, consistent and optimized application decommissioning strategy and methodology that ensures necessary functional, interface, and data needs are addressed.
	D.2	Develop processes for programs and operational data purges.
	D.3	Develop file structure purging processes including coding, encryption and compression, and version change controls.
	D.4	Develop metadata structures and cross referential integrity.
	D.5	Develop plans and the appropriate solutions for historic, regulated, analytical and other data types to ensure RDAs and business needs are met.
	D.6	Work with legal counsel to ensure that appropriate statutes, laws and mandates are complied with.
	D.7	Analyze business and technical alternatives and identify the most appropriate and cost-effective solutions including application, domain or platform specific, or externally provided solutions.
	D.8	Ensure that necessary access is available to legacy data before, during and after decommissioning is completed.

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10%	GOAL E:		Performance of special assignments, consultation, training, and/or support of Applications Development Bureau policy and participation in employee development activities

Worker
Activity   E.1   Carry out special assignments to respond to the needs of agency management and the divisions.

E.2   Prepare special reports and recommendations as required.

E.3   Represent management on task force and special assignment groups to respond to state and agency needs.

E.4   Consult and/or provide assistance to other BITS staff regarding system or program problems and general techniques.

E.5   Provide support and consultation for project teams on specialized software used and the use of automated tools adopted at the Department to assist in the preparation of project deliverables.

E.6   Assist in the development of standards and procedures for the BITS to enable effective, productive, and successful implementation projects.

E.7   Consult with other staff and managers to mutually improve technical skills.

E.8   Develop and maintain up-to-date knowledge of both technology and best practices related to application development, business automation, and quality improvement.

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KNOWLEDGE, SKILLS, and ABILITIES

- Knowledge of Department's mission, strategic, and I.T. plan

- Knowledge of I.T. planning techniques

- Ability to set priorities

- Knowledge of scheduling techniques

- Knowledge of the latest, most effective project management techniques including Agile Scrum

- Knowledge of the latest, most effective application development methodologies, processes, procedures, and tools

- Knowledge of principals of application development technologies such as COBOL, Java and SQL.

- Knowledge of problem isolation and resolution techniques

- Knowledge of Quality Management best practices and techniques

- Knowledge of application decommissioning best practices and techniques

- Effective oral, written and other interpersonal communication techniques to effectively prepare and present complex plans and proposals

- Knowledge of management concepts

- Effective human relations skills

- Ability to establish productive and efficient working relationships with others internal and external to the organization

- Ability to manage vendor projects

- Knowledge of supervisory methods and techniques used in: performance planning and evaluation, mentoring/coaching, goal setting, employee development, succession planning, conflict resolution, and discipline

- Knowledge of techniques for leading and directing information technology staff

- Knowledge of facilitation techniques

- Ability to work as a member of a team

- Knowledge of customer service principles and techniques