POSITION #313339
IS Supervisor 2
Application Development, Database and Middleware Manager

POSITION SUMMARY

Under the general supervision of the Deputy Director of the Bureau of Information Technology Services (BITS), the Application Development, Database and Middleware supervisor this position is responsible for the ongoing management oversight, coordination and review of the work of several analyst/programmers, database administrators, and middleware and system administrators, involved in development and support 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-based, and web-based data systems, database, middleware, 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, a database administration (dba) team, and a middleware and system administration team, and is responsible for a variety of functions requiring planning, management and leadership skills.

This position provides management oversight for the legacy ETF development and administration functions and will be heavily involved in providing consultation resources for modernization projects, as well as transitioning team members to development and administration functions in the modernized systems.

GOALS AND WORKERS ACTIVITIES

35%   GOAL A: Management, oversight, and coordination of application development, maintenance, enhancement, and integration

Worker
Activity   A.1   Contribute to strategic business and IT 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 project work plans, milestones, and implementation schedules to accomplish the desired goals.

A.3   Lead the development, implementation, and continuous improvement to 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.

25% GOAL B: Management, oversight, and coordination of database and middleware

Worker
Activity

B.1 Direct the evaluation of proposals, and procurement of information technology infrastructure products and services related to development and database environments.

B.2 Direct the administration of database systems in all environments.

B.3 Direct the development and management of logical and conceptual data models, with supporting meta-data, for ETF systems.

B.4 Ensure that database and application development environment system administrators secure data and systems as defined in current policy, and emerging policies approved by the ETF Data Governance Council.

B.5 In collaboration with DET and ETF's Technical Architecture Review Committee (TARC), evaluate appropriate technology solutions, support, and recommendations. This includes assuring production, system, test, and operational environments on multiple platforms meet Department needs and requirements.

B.6 Direct the analysis, recommendation, and execution of strategies to bridge and/or integrate multiple modern systems with legacy systems as the agency modernizes the entire technology stack.

25% GOAL C: Management and supervision of Application Development, Database, and Middleware staff

Worker
Activity

C.1 Evaluate and modify staffing level, composition, and schedules as necessary to meet operational needs, Department priorities, and automation goals.

C.2 Report on information technology project plans and progress, service levels, utilization of personnel and equipment, system incidents and change activities,

and financial performance.

C.3 Recommend and initiate personnel actions such as recruitment and hiring, reclassifications, reallocations, and terminations as needed to ensure effective and efficient daily operations.

C.4 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.

C.5 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.

15%   GOAL D: Performance of special assignments, consultation, training, and/or support of Applications Development, DBA and Middleware Section policy and participation in employee development activities

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

D.2 Prepare special reports and recommendations as required.

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

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

D.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.

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

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

D.8 Develop and maintain up-to-date knowledge of both technology and best practices related to application development, database management, system administration, and business automation.

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KNOWLEDGE, SKILLS, and ABILITIES

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

- Knowledge of I.T. planning 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 problem isolation and resolution techniques

- Knowledge of principles of database architecture, including procedures for effective and efficient data base administration and control

- Knowledge of application decommissioning best practices and techniques

- Knowledge of management concepts

- 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 customer service principles and techniques

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

- Knowledge of principles of database technologies, and their management, such as DB2, Oracle, and SQL Server

- Knowledge of middleware technologies that help knit together multiple systems and platforms

- Ability to manage resources effectively to meet dynamic demand

- Ability to set priorities

- Ability to employ effective oral, written and other interpersonal communication techniques to prepare and present complex plans and proposals

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

- Ability to manage vendor projects

- Ability to employ facilitation techniques

- Ability to work as a member of a team