

COMPUTER APPLICATIONS SUPPORT SUPERVISOR

DEFINITION

Plans, schedules, and supervises the activities of the Computer Applications Support Unit for the Integrated Financial System.

TYPICAL DUTIES

Plans, supervises, establishes priorities, and coordinates the work of personnel engaged in the following activities:

- Assisting in the implementation and maintenance of the Integrated Financial System by providing information to various user department representatives.

- Assisting in determining user requirements in such areas as budget, accounting, purchasing, payroll, or personnel.

- Processing and reviewing table modification requests and entering modifications into system.

- Obtaining, compiling, and coding data to document and prepare reports on system modifications and computer applications and reviewing reports for accuracy.

- Training user department personnel in systems modifications and new procedures.

Confers with user department representatives, ITD administrative personnel and programming staff, and Computer Applications Specialists to review requests for assistance in testing and evaluating software, procedures revisions, training services, problem resolution, and table modifications.

Evaluates and establishes priorities regarding requests for IFS systems support and training and coordinates systems support and training services.

Recommends time-lines for the completion of table modifications or systems and user support tasks and evaluates development and progress.

Coordinates the preparation and revision of IFS procedures and training manuals.

Prepares status reports, revisions of bulletins, and memoranda regarding new and modified IFS procedures.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Computer Applications Support Supervisor supervises, establishes priorities, and coordinates the work of personnel engaged in determining Integrated Financial System user requirements and in assisting and training the users in systems modifications and procedures.

Computer Applications Specialists are assigned in various specialties such as purchasing, personnel, finance, payroll, and building programs and formulate concepts and develop new and modified applications for information systems.

A Computer Applications Assistant performs liaison activities by assisting users of the Integrated Financial System in such areas as budget, accounting, purchasing, payroll, or personnel in determining requirements specific to the user.

SUPERVISION

General supervision is received from the Computer Applications Administrator. General supervision is exercised over Computer Applications Assistants.

CLASS QUALIFICATIONS

Knowledge of:

- Accounting, budgetary, purchasing, payroll, and/or personnel principles
- Basic concepts of data processing
- Principles of supervision
- Principles of organizational structure and function
- Office methods, organization, and procedures
- Effective use of manuals and training aids

Ability to:

- Plan, schedule, and coordinate the work of a computer user support and training staff
- Learn, interpret, and apply accounting, budgetary, purchasing, payroll, and personnel concepts
- Understand, interpret, and apply technical material, rules, procedures, and policies
- Express technical concepts and procedures clearly and concisely in oral communications and written reports
- Learn and adapt new data processing techniques
- Work effectively with groups and individuals
- Supervise effectively

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a major in public, business, financial, or human resources administration. Additional experience beyond that required may be substituted for up to two years of the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

Three years of technical financial, purchasing, payroll, or personnel experience that included the operation of a computer terminal. Supervisory experience is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

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SJ