

CITY OF RENTON

CLASS TITLE: APPLICATION SUPPORT SUPERVISOR (IS-2418)

BASIC FUNCTION:

Under the direction of an assigned supervisor, provides a variety of professional and technical support activities including analysis, designs, procures, implements, documents, and maintains various application systems including specific Departmental and City-wide programs; implements the City's Intranet and Internet applications as the City's Webmaster; assists Departmental webmasters in the implementation of Departmental pages and web based program solutions; and assists the Information Services (I.S.) staff and City officials in meeting technological needs of the City through implementation of cost effective, vendor published application solutions. Train, assign, and supervise personnel as assigned.

DISTINGUISHING CHARACTERISTICS:

Work is characterized by the position's leading role in the acquisition, development and implementation of City application software systems and tools. This may involve extensive analysis of existing systems as well as systems and technologies available on the commercial market; formal or informal procurement processes including negotiation of contracts with the assistance of the City's attorney and Departments, coordination with vendor for implementation and training, assisting users and subordinates in developing systems and/or specifying changes. This position is generally responsible for overall project supervision and coordination with the Department Project Team and manager to implement computer systems, policies, and standards which best meet the current and future need of the City.

As this work is performed under minimal supervision, the applicant must demonstrate project leadership, interpersonal, and excellent communication skills. The applicant must have the ability to make decisions under broad guidelines, represent the City's needs to vendors and potential vendors, explore and evaluate future technical directions that the City should consider, expand on technical skills quickly, and effectively train others in the use and application of City systems. This position is also required to organize, assign, oversee and evaluate the work of assigned staff.

REPRESENTATIVE DUTIES:

*** Maintain a leadership role in conducting needs analysis assessments with City users from all departments to determine City application requirements. Communicate with user departments and personnel to facilitate discussion and study of the use, application and enhancement of Internet technology to internal and external communication and business systems. Provide technical expertise in the area of Internet technology.**

*** Coordinate the City's Request for Proposal (RFP) process for technology procurement; provide accurate descriptions of the City's technology needs;**

develop City RFP documents to reflect the City's technology need-coordinate RFP distribution to prospective vendors; and evaluate vendor RFP responses in relation to the City's legal requirements and user specifications, including demonstrations, vendor contact and evaluation criteria.

*** Perform a variety of technical duties related to the design, development, acquisition, and maintenance of software systems such as WEB servers, firewalls, application servers, desktop browsers and desktop clients.**

*** Provide vendors with design specifications as needed.**

*** Coordinate and/or provide training to users, I.S. staff, and other department personnel in the use of computer systems and equipment.**

*** Coordinate the transition of support responsibilities to the appropriate Departmental staff.**

*** Develop and maintain appropriate documentation including necessary updates on City application systems.**

*** Communicate with officials, business community representatives, City Departmental staff, etc. on Internet-related activities or projects.**

Supports the City's Geographic Information System (G.I.S.) development, implementation and maintenance efforts by working closely with the Information Services Manager and other City Departments.

Prepare and present staff reports/presentations and other necessary correspondence in support of the information Services Manager.

Assist with the development of City-wide standards for software development, purchases data storage/presentation, analysis and design standards.

***Provide assistance to the City's System Manager in the researching of new equipment and applications; assist with future growth plans; and provide recommendations and justification as requested.**

*** Participate in and support team activities in a constructive, open and positive manner. Chair meetings and/or committees; prepare meeting agendas; coordinate project activities; prepare accurate, timely reports and other written documents as directed..**

*** Supervise assigned staff in training, planning, assigning, directing and evaluating work.**

Perform related duties as assigned.

*** Denotes Essential Job Functions**

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Principles and techniques of analysis, design and development and implementation best practices of complex computer and communications systems.
- Fundamental techniques of programming and experience with HTML and at least one of the following: Java, Java-script, Cold Fusion, Visual Basic and/or VB-scrip.
- Principles and concepts regarding development and maintenance of system documentation..
- Principles of web site development and scripting languages.
- TCP/IP networking, protocol, including FTP, TELNET, SMTP, HTTP, HTTPS, etc.
- Network security issues, including SSL, Certificates, Firewalls, and Proxies.

- WEB servers such as Apache, Microsoft IIS or Netscape.
- Operation of complex and technical computer equipment and peripherals.
- Technical aspects of field of specialty.
- City organization, operations, policies and objectives.
- Security issues concerning e-commerce and transaction processing on the Internet/Intranet.
- Equipment and software required to implement static and live streaming audio/video on an Internet/Intranet WEB Site.
- Relational database models and issues related to database access from applications.
- Capabilities and operations of computers and peripheral equipment including, but not limited to, minicomputers, PCs, terminals, printers, software, operating systems.
- Windows 95/98, Windows NT, Windows 2000, Office 97, Office 2000 and the Novell network operating systems and directories.
- Image editors such as Photo Shop, Print Shop, and Fireworks.
- Current literature, trends, developments, and technical aspects in application development.
- Oral and written communication skills.
- Correct usage of English grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Municipal government policies, procedures, and structure; applicable local, state and federal laws, codes, regulations, and ordinances.
- Principles and practices of governmental budgeting, accounting, and purchasing procedures and practices; supervisory principles and practices; modern office practices, procedures and equipment; record-keeping techniques.
- Fundamental programming logic and technical expertise in the implementation of Oracle/Informix/SQL Server client/server projects. Contemporary knowledge of object oriented programming languages with an emphasis on data access on the Internet/Intranet.

ABILITY TO:

- Evaluate user needs, system requirements, and cost effectiveness to develop cost-saving alternatives.
- Provide technical expertise and assistance to the Information Systems Division on Departmental and City-wide applications.
- Learn computer software packages and adapt for specific user application quickly and effectively.
- Develop and maintain clear and concise user documentation.
- Plan for future growth and expenditures in City systems.
Develop web site designs and implement same.
- Lift and move computer equipment up to 40 pounds.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Work effectively on several projects concurrently.
- Work independently with minimal direct supervision and make decisions within broad guidelines.

- Plan and organize work to meet project schedules and time lines.
- Meet schedules and time lines.
- Work in a team environment to solve complex problems.
- Supervise and train assigned personnel.
- Make mathematical calculations as applicable.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in Computer Science, Information Systems or related field and two years of experience in systems software, analysis, design, programming or network implementation in an increasingly more responsible position with an emphasis on Web site design, implementation and support..

WORKING CONDITIONS:

Work is performed in an office environment, but includes the ability to lift and move computer equipment weighing up to 40 pounds.

Effective January 2001
Revision History May 1997