SUPERVISOR BUSINESS SYSTEMS OPERATIONS

FC: MIS-000010   PC: 890
PB: I   BU: 31(AFSCME)
FLSA : Exempt   Revised: June 2015

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, supervises and coordinates the activities and operations of Information Technology's Business Systems Applications; plans, organizes, and administers personnel, systems, equipment and budget for the operation of the District's Business Systems applications and related computers, peripherals and other equipment; manages and maintains BART business application systems; supervises team of lower level staff; coordinates assigned activities with other sections, divisions, departments and outside agencies; provides highly responsible administrative support to the Manager of Information Systems; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class develops, implements and supervises projects and activities to support District business system applications. These systems may include: systems planning and design, operating system programming, systems analysis and computer operations. The incumbent is expected to exercise considerable latitude and independent judgment in organizing and controlling work, staff development, motivation, discipline, accomplishing section goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Manager of Information Systems in that the latter is responsible for overall technology services and activities of the Information Technology Department.

REPORTS TO

This position reports the Manager of Information Systems or his/her designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1.   Supervises Systems Programmers, Database Administrators, SAN Administrators, Application Administrators, Computer Operators, and Job Schedulers.

2.   Maintains Data Center (2) environments: air conditioning and UPS; coordinates the selection and installation of new computer equipment and associated power and HVAC equipment.

3. Maintains vendor contracted support, such as: off-site storage, tape back-ups, Disaster Recovery support and testing, and banks and credit unions.

4. Maintains versioning of existing mainframe and client/server software applications; conducts periodic review, analysis and upgrades to database software products; evaluates software and recommends selections.

5. Establishes and administers procedures and controls for equipment operation, response time, scheduling, shift turnover, job documentation, file use and retention, disaster recovery, off-site storage, etc.

6. Evaluates vendor products and services, develops product specifications and bid requests, negotiates prices, and selects vendor contracts.

7. Coordinates and oversees maintenance of the business computers and peripherals.

8. Tracks and reports on various aspects of operations performance.

9. Supervises and participates in the development and implementation of short and long term goals; directs objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.

10. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

11. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meet with staff to identify and resolve problems.

12. Identifies needs of hardware for database and application; designs layout of hardware; implements the hardware with team; ensures smooth migration of all serves and databases to new hardware; reviews and approves changes to production business systems applications; evaluates system software and hardware; evaluates installed equipment; monitors status of changes to operating systems and application system programs.

13. Serves as resource to technical staff; provides assistance on technical problems; backs up system security staff.

14. Oversees and participates in the development and administration of the annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

15. Serves as a liaison for Information Technology with other sections, divisions, departments and outside agencies; helps negotiate and resolve sensitive and controversial issues.

16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information systems.

QUALIFICATIONS

Knowledge of:
- Operational characteristics, services, and activities of a comprehensive information systems program.
- Methods and techniques of information systems project management.
- Standards and procedures for scheduling and controlling equipment utilization, file use and retention, and protecting data integrity.
- Current information technology products and services for business systems applications.
- Business System Application architectures and technical environments.
- Administrative principles and methods, including goal setting, program development and implementation and employee supervision.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Related Federal, State and local laws, codes and regulations.

Skill in:
- Overseeing and participating in the supervision of a comprehensive information systems program.
- Planning, organizing, scheduling, and coordinating efficient utilization of equipment and staff.
- Tracking, analyzing, and resolving complex computer operations problems.
- Establishing and maintaining effective working relationships with user departments and other departmental personnel and managers.
- Planning and overseeing maintenance and repair of computers and related equipment.
- Specifying and managing vendor service and supply contracts.
- Evaluating and selecting systems hardware and software systems.
- Selecting, supervising, training and evaluating staff.
- Participating in the development and administration of section goals, objectives and procedures.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implementing recommendations in support of goals.
- Preparing and administering large program budgets.
- Communicating clearly and concisely, both orally and in writing.
- Exercising sound independent judgment within established guidelines.
- Interpreting and applying Federal, State and local policies, laws and regulations.

MINIMUM QUALIFICATIONS

Education:
A Bachelor's degree in computer science, business administration or a closely related field from an accredited college or university.

Experience:
Five (5) years of (full-time equivalent) verifiable information systems experience, which must have included at least one (1) year of supervisory and administrative experience.

Other Requirements:
Must be available for resolution of computer operation problems outside of normal shift hours.

Substitution:
Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A Bachelor's degree is preferred.

WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens.

Physical Conditions:
Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

EEOC Code: 02
Safety Sensitive Designation: No