REVENUE INFORMATION SYSTEMS SUPERVISOR

KIND OF WORK

Supervisory information systems work

NATURE AND PURPOSE

Under administrative direction, an employee in this class supervises a group of information systems staff responsible for system maintenance, delivery and development. Responsibilities may include the design, development, implementation and/or maintenance of multiple systems including Client/Server, network and mainframe; establishment of standards to be used in these environments; new system development; evaluation of internal and external resources. Individuals in this classification are responsible for maintaining knowledge of state-of-the-art information system design and development.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervises professional and technical information systems staff and contractors/consultants so that unit goals and objectives are met by hiring staff, assigning work and project leadership, coaching and consulting on work in progress, providing state-of-the-art systems design and technical training, evaluating results, monitoring performance.

Directs and coordinates implementation and development activities so that system strategies and technologies that support business reengineering efforts are successful by working with Tax System Leads and other user management, prioritizing new development projects and enhancement projects and system maintenance requests.

Guides and supervises detailed design and development activities for application development so that business needs and user requirements are met by conducting user meetings, oversight of system design, testing, documentation, training and security development, installation, backup and recovery.

Coordinates and prepares systems planning efforts for each biennium and fiscal year so that an activity plan can be established by requesting and receiving development needs from Tax Leads and division directors, recommending projects to IS management and users for approval, assessing alternative systems for functional and economic feasibility.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Department of Revenue tax systems and business processes and reengineering methodologies sufficient to analyze processes, determine problems and identify solutions.

Department of Revenue information systems environment and computer capabilities of mainframe and LAN systems sufficient to direct work of others designing and implementing systems.

Principles of organization management, administration and human resources sufficient to apply them in establishing and maintaining effective working relationships and in maintenance and development of the DOR information system.

Skill in:

Project management sufficient to advise and guide the work of project leaders in defining goals and objectives, developing work plans, directing and coordinating work efforts, determining costs, overseeing implementation and assessing results.

Ability to:

Communicate effectively both orally and in writing, sufficient to direct work and motivate employees, assess performance, develop cooperation, discuss and explain technical concepts with both technical and non-technical individuals.

Identify and resolve problems in information processing and management.

Est.:   5/93   T.C.:
Rev.:   Former Title(s):