



OHIO
UNIVERSITY

**Classification and Qualification
Standards**

**Applications Programming
Supervisor II**

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: General Programming	Grade: I	Date Established:	FLSA Category: Exempt
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JOB SUMMARY

Serves as project lead responsible for planning, communicating and executing multiple projects that result in the successful development of systems that includes multiple product lines and/or various administrative interfaces.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The following duties cover what are generally believed to be principal and essential functions of the job. Specific circumstances may allow or require some people assigned to the job to perform a somewhat different combination of duties.

1. Acts as project leader responsible for planning, communicating and executing multiple projects that result in the successful development of systems that include multiple product lines and/or various administrative interfaces. This may include, but is not limited to:
 - Analyzes and validates customer requirements
 - Identifies alternatives, recommends appropriate course of action and creates project plan
 - Determines resource needs and interface contacts
 - Writes program specifications and codes; designs databases
 - Coordinates meetings
 - Prepares project status reports
 - Validates conformance to customer and systems requirements
 - Monitors effectiveness of project teams
 - Informs management of issues or problems
 - Leads and manages one or more small teams (1 to 5 members) of programmers and analysts on a specific projects. Responsible for directing and monitoring work of team members and for Performance Management tasks for the teams. Provides technical guidance and training as needed.
2. Implements system as appropriate to include:
 - Customer documentation and training
 - Hardware considerations – setup, installation, hardware/software deployment
 - Post implementation reviews.
3. Participates in personnel interviews, trains and monitors employees, provides input to performance assessment, and recommends personnel actions to management.
4. Provides quality customer support, emphasizing timely responses, meeting attendance, defining requirements, serving as project liaison, and maintaining a comprehensive understanding of the customer's language and business process.
5. Provides division or department support to ensure that customer requirements are met. This may include,

but is not limited to:

- Identifies the cause and impact of problems
 - Interacts with Computer Operations and/or customers
 - Escalates according to department practices
 - Recommends permanent solutions
 - Compiles documentation
6. Interfaces with vendors as necessary. May include recommending hardware and software purchases, testing and implementing new releases, assists in writing Request for Proposals, and problem resolution
 7. Estimates time and resource requirements; forecasts project hours for budgeting and implementation of related activities.
 8. Understands and applies office standards and objectives in the execution of assigned tasks.
 9. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge:

- Project management concepts and techniques
- General business and systems and data processing policies, practices, and procedures.
- Computer programming languages, such as COBOL, C, Focus, etc
- Systems analysis and design techniques
- Thorough understanding of customer business environment
- Mainframe and/or client server environments

Skills:

- Proven leadership skills including: leading team members from multiple areas; interacting effectively with team members, customers and management; motivating and influencing, managing multiple teams
- Oral and written communication skills as they relate to project management and interviewing.
- Ability to comprehend complex systems interfaces, and to program complex systems requiring multiple interfaces
- Decision making skills for problem identification and solution recommendation
- Analysis and problem solving skills to determine effects on existing systems
- Organization and planning skills for project leadership

Working Conditions/Physical Requirements: May be on call after normal hours; non-standard work hours may be required.

Minimum education & experience required (including training, registration & licensure)

Education: Undergraduate studies in computer science, management information systems, mathematics, or a related field. B.S./B.A. and technical coursework preferred.

Experience: 8 years progressive work experience in programming and systems analysis. 4 years progressive responsibility and experience at leading projects.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.