



OHIO
UNIVERSITY

**Classification and Qualification
Standards**

**Applications Programming
Supervisor III**

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: General Programming	Grade: J	Date Established:	FLSA Category: Exempt
--	-----------------	--------------------------	---------------------------------

JOB SUMMARY

Serves as manager responsible for planning, communicating, executing and leading a programming division resulting in the successful development of systems that include multiple product lines and/or various administrative interfaces. This is the highest level of supervision below a major department head.

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 managing supervisor responsible for 2 to 5 functional areas. Responsible for a larger subordinate group of primary nonexempt/hourly employees or directly through group leaders, for a larger subordinate group of professionals who normally possess at least undergraduate degrees.
 - Estimates personnel needs and assigns work to meet complex dates, which may be in accordance with schedules fixed by higher supervision and subject to higher approval.
 - Supervises, coordinates, provides leadership to and reviews the work of assigned staff.
 - Recommends candidates for employment/termination, conducts performance evaluations and salary reviews for assigned staff and is responsible for the application of organizational policies.
2. Division/unit management including:
 - May evaluate and recommend changes in methods or procedures in assigned areas of responsibility.
 - May act as liaison with other departments, units or organizations.
 - May plan day-to-day departmental and/or division operations. Develops methods, assists in budgetary planning and controlling costs.
 - Provides input to policy level direction regarding standards, budget constraints, etc.
 - Hardware and software considerations – direct negotiations with vendors and contracts to research and recommend best-fit scenarios for the department and/or university.
 - 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. Writes Request for Proposals.
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.
Job reports to Department Head

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: Masters studies in computer science or equivalent experience, management information systems, mathematics, or a related field. Technical coursework preferred.

Experience: 10 years progressive work experience in programming and systems analysis. 6 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.