



# City of Tempe

## BUSINESS SYSTEMS SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	277	<i>Department:</i>	Community Development/ Engineering & Transportation / Financial Services / Municipal Utilities / Police
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Business Systems Supervisor
<i>Safety Sensitive / Drug Screen:</i>	Yes* / Yes*	<i>Physical:</i>	No**
Click <a href="#">here</a> for more job classification information including current salary range			
*Safety Sensitive & drug screen required when assigned to the Police Department.			
**Physical required when assigned to Municipal Utilities positions.			

### REPORTING RELATIONSHIPS

Receives general supervision from manager level staff.
Exercises direct supervision over assigned technical and or paraprofessional staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of experience maintaining software solutions including software maintenance and data collection. One (1) year of lead or supervisory experience is preferred.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major course work in computer science, public administration, business administration, information technology, engineering, or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver's license.  <b><u>When Assigned to the Police Department:</u></b>  Possession of, or required to obtain within six (6) months of hire a Terminal Operator Certification through the Arizona Criminal Justice Information Systems (ACJIS) Division.
<i>Additional:</i>	<b><u>When Assigned to the Police Department:</u></b>

Must pass a police polygraph and background examination
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## ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. The primary function is to provide software administration and technical support of systems and applications while ensuring the functionality requirements are met for the department and/or division assigned. An employee in this position will analyze functional and conceptual workflow procedures; applies upgrades and enhancements, test applications, identify program and design errors and document procedures. This position may be required to provide support outside of normal business hours for critical issues or implementation and testing of new installs, upgrades, and patches.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Plan, organize, and supervise staff in the maintenance and update of infrastructure asset digital records, work order systems, mobile workforce solutions, and other enterprise software solutions;
- Evaluate and identify ways to integrate, update, customize, and configure various software solutions for efficient and effective deployment within the division and department;
- Develop business process documents for end users to ensure all data is captured and documented properly.
- Assist in the development of short- and long-term asset management and capital improvement programs; assist with the preparation of work section budget; monitor, review, and control expenditures;
- Conduct business process reviews and administers computer systems at a department or division level; provides quality monitoring and engages in operational activities to support business process needs and/or requirements of department and end users.
- Manage database of all infrastructure assets and assist in data collecting, gathering, and compiling of asset data to provide reports and to make recommendations for operational and procedural changes;
- Coordinate with Information Technology (IT) to resolve redundancy of processes across applications; assist with migrations to new versions of systems including system testing, data conversion, system configuration, application set-up;
- Provide technical support, analysis, research, resolution, and training on software solutions for end users within the area of assignment, division, and department;
- Provide pro-active performance planning utilizing performance management tools;
- Train, motivate, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;

- Respond to requests and inquiries from the general public and other city departments; investigate complaints and recommend corrective action as necessary for resolution;
- Represent department/division and manages relationship with vendors as primary point of contact for vendor or third-party implementers by coordinating workgroup activities with other divisions, city departments, and outside agencies for deployment of complex and comprehensive application and database modifications, and ensuring the application meets the user expectation and needs (i.e., major software upgrades).
- Communicate and act as a liaison with other local and national municipalities and service providers; develop relationships to obtain statistical data; and benchmark core industry functions against other local and national industry functions;
- Perform related duties as assigned.

**When Assigned to Community Development:**

- Oversee all department software including Accela, Citizen Access Portal, Citizen Request System, Interactive Voice Response, GIS, Sire, and any other relevant software.

**When Assigned to Engineering & Transportation:**

- Supervise (GIS) staff as assigned assuring appropriate staff levels to maintain timely resolution for internal and external customers and requests.
- Provide and assume responsibility for interdepartmental production control of updates to the City GIS system; track incoming civil engineering construction, as-built plans, plats, field checks and legal instruments; maintain City GIS production standards.
- Provide quality control, quality assurance, and system maintenance processes in GIS data production and distribution systems, and related software and hardware, reconcile and post to production GIS databases
- Coordinate and manage the engineering production records-tracking program; tracks time-sensitive projects and assignments to ensure timely completion; assist in the management, adherence, and distribution of City GIS production standards.
- Provide GIS spatial and attribute data analysis, and create custom and complex GIS, digital mapping, digital imagery, and database data products, digital information, and hardcopy for internal and external customers.
- Publish backlog report information for management and team members regarding project status for review and retrieval for use in updating the City GIS database.

**When Assigned to Financial Services – Customer Service Division:**

- Coordinate activities with management and line staff in the development and update, including training and use, Utility Billing software, Advanced Metering Infrastructure (AMI) and its' components, Payment Solution for IVR and IWR, paperless Workorder Management System, Asset Management System, etc.
- Respond to customer inquiries and resolve customer concerns; provide back-up support in all areas of Customer Services as needed.

**When Assigned to Municipal Utilities - Field Operations/Solid Waste Division:**

- Oversee all billing and financial ERP systems (Utility Billing System);
- Manage all Solid Waste GIS layers and mapping library;
- Respond to customer inquiries and resolve customer concerns; provide back-up support in all areas of Customer Services as needed;
- Supervise Geographic Information System (GIS) and support staff.

**When Assigned to the Municipal Utilities - Water Utilities Division:**

- Supervise computerized maintenance management system (CMMS) and Geographic Information System (GIS) staff;
- Evaluate, integrate, and update division wide software platforms that include, but are not limited to, CMMS, mobile workforce solutions, GIS mapping, infrastructure inventory, work order management and other enterprise computer solutions;
- Oversee quality control, quality assurance and system maintenance processes in GIS data production and distribution systems, and related software and hardware, reconcile and post to production GIS databases;
- Oversee GIS spatial and attribute data analysis, and create custom and complex GIS, digital mapping, digital imagery, and database data products, digital information and hardcopy for internal and external customers.

**When Assigned to Police Department:**

- Maintain or assist with day-to-day administration of all police related software including digital evidence, computer-aided dispatch, mobile dispatching terminals, records management system, mobile report entry, property and jail subsystems;
- Maintain or assist with oversight of all police related hardware including police desktops, mobile devices, body-worn cameras and in-car technology;
- Receive and maintain all requests for technology including software, hardware and training;
- Serve as a Project Manager or assist on police related projects, initiatives, upgrades and purchases working directly with City IT Solutions Architects and IT Project Managers;
- Serve as direct supervisor for staff assigned to the Technical Services Unit;
- Review and draft training outlines, manuals, and policies.
- Provide police related support on technology related requests in collaboration with City IT.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others

Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

<b>JOB DESCRIPTION HISTORY</b>
<p><i>Effective 5/23/2017 (reclassified from WUD Security Supervisor)</i>  <i>Revised May 2019 (PW reorg – retitled and moved to Municipal Utilities Dept.)</i>  <i>Revised December 2020 (Salary, MQ's, duties, added when assigned to sections, updated physical demands)</i>  <i>Revised May 2021 (Added when assigned to the Police Department, update Cert/License and additional requirements with PD)</i>  <i>Revised January 2021 (update market group)</i></p>