



IT SOFTWARE ENGINEER SUPERVISOR

Department: Finance
Job Class #: 633000
Pay Range: Professional 18

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

This is supervisory-level professional, technical, analytical, and customer-oriented work in the Software Development Division of the Information Technology Division. An employee in this classification provides technical expertise to Pierce County departments and agencies in multiple areas. The Software Engineer Supervisor may include any or all of the essential functions listed below and functions as a supervisory-level IT professional in the capacity of a software designer, coder, and project manager.

SERIES CONCEPT: This is the supervisory level in the series. This classification is distinguished from other IT Software Engineers by performing technically advanced duties and supervision over a team of Software Engineers.

ESSENTIAL FUNCTIONS:

- Perform supervisory-level professional functions in software programming and analysis. Monitor and prioritize workload of a software development team.
- Supervise and coordinate activities of a designated unit consisting of a minimum of 2.0 FTE; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Maintain effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Act as the IT representative for the Software Development Team and ensure the customer's department project needs are understood and met.
- Plan and implement county-wide information technology strategies and projects.
- Manage large scale or complex projects.
- Assist senior Software staff on large scale or complex projects.
- Rely on experience and judgment to plan and accomplish goals.
- Work in a team-based environment, communicating effectively with all levels of staff and management.
- Design, code, test, deploy, maintain, enhance, and support County software systems.
- Collaborate on the identification of business and system requirements. Complete system analysis to streamline and enable efficient use of software and processing.
- Work with business customers in translating requirements into plans and specifications.
- Assist business customers in making software solution decisions regarding whether to build, buy, enhance, or maintain.
- Address customer information needs by developing technology solutions and supporting information and technology systems on multiple computing platforms.
- Research coding solutions and software development tools and libraries.
- Provide work estimates and identify risk factors to project lead.

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- Develop new software and customize, develop interfaces to, or integrate with third-party business systems.
- Participate in the testing process through unit testing, integration testing, system testing, acceptance testing, and automated test development
- Identify and publish software components that can be reused by other software engineers.
- Coordinate data development and access with necessary department and technical staff. Protect the safety, integrity, and privacy of data.
- Train, instruct, and support county staff on the productive use of software systems and databases.
- Tune poorly performing application and database code.
- Write and generate system documentation.
- Deliver excellent customer service, assist in measuring and creating customer satisfaction, and enhance customer's relationships with the Information Technology Division.
- Maintain up-to-date software development knowledge and build expertise among colleagues in the Information Technology Division.

OTHER JOB FUNCTIONS

- Manage time and resources.
- Record time spent on work activities.
- Prepare reports and deliver presentations.
- Perform administrative tasks and other job functions as required.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the supervision of the Software Development Manager. Work is reviewed through meetings, reports, and results achieved and compliance with regulations, policies, and quality of supervision. This position oversees the Software Engineer 1, 2 and Lead levels.

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential job functions. The Software Engineer Supervisor typically works in an office environment on a daily basis. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required. Ability to work after normal County business hours, including weekends, for customer support, a scheduled function, or in an on-call capacity required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are hand and finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, bending/stooping, pushing/pulling, and unassisted lifting associated with the job duties is required. May be required to lift and carry up to 25 lbs.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of effective supervision.
- Common and advanced software engineering design patterns.
- Current software development technologies, trends, and methodologies.
- Training techniques.
- Current County systems.

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- Business Analysis methods.

Skill in:

- Supervising and mentoring people.
- Object-oriented programming and design.
- Relational database programming and design.
- Web-based application programming and design.
- Advanced Project management.

Ability to:

- Develop software using multiple tools, operating systems, languages, and methodologies.
- Define, track, and assure responsiveness to clients' information service problems.
- Establish and maintain effective working relationships.
- Follow IT Software Development standards and practices.
- Solve software problems proactively.
- Manage own schedule and workload.
- Contribute to analyzing and compiling results of decision issues in IT.
- Research, verify, edit, and update data bases.
- Define, track, and assure responsiveness to clients' Software service problems.
- Work and contribute as a member in a team-based environment.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Work a flexible schedule, which may include evenings, weekends, and holidays. May be subject to responding to emergency situations on twenty-four hour basis.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Work effectively and productively with others.
- Understand and follow written and verbal instructions.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY:

A Bachelor's degree in computer science or related field and seven or more years of information technology experience required. Additional education or experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check may be required for certain law enforcement system support assignments.