



<b>Classification Title</b>	IT Analyst Supervisor	<b>Code</b>	636300
<b>Department</b>	Information Technology – Finance	<b>FLSA</b>	Exempt
<b>Pay Range</b>	Professional 18	<b>Represented</b>	No

**GENERAL SUMMARY**

The IT Analyst, Supervisor provides supervision to staff and system/application expertise and leadership supporting Pierce County departments and agencies in multiple areas. This position oversees a team conducting the analysis, selection, implementation, integration, configuration and support of systems across the County.

The IT Analyst, Supervisor is responsible to ensure that project objectives and client expectations are met, and to improve processes, drive efficiencies, identify IT value, and improve data quality. This position facilitates and coordinates actions between business and technical teams and oversees the end-to-end lifecycle of a technology solution following waterfall and agile methodologies. This position is expected to provide comprehensive subject matter expertise in systems implementation, system functional areas and supporting technologies, as well as knowledge of the County business functions.

The IT Analyst, Supervisor responsibilities may include any or all the essential functions listed below.

**SERIES CONCEPT**

This classification is distinguished from other IT Analyst classifications by responsibility for service delivery and supervision over a team of IT Analysts.

**ESSENTIAL FUNCTIONS & PRIMARY RESPONSIBILITIES**

*Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.*

- Supervise and coordinate activities of a designated team; determine work procedures, prepare work scheduled and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- 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 an IT representative and ensure the customer’s department project needs are understood and met.
- Be responsible for the delivery of services related to system acquisition, implementation and support.
- Contribute to strategic planning for the IT unit and division overall.
- Maintain up-to-date knowledge regarding changes in the IT industry, share ideas with IT leadership, and recommend changes based on these developments.
- Conduct analysis of market solutions, and opportunities to improve applications and their support



models.

- Proactively work with unit and IT leadership to budget for all assigned areas and disciplines.
- Project subject matter expertise in implementation of commercial (COTS and SaaS) systems, and build expertise among colleagues in the Information Technology Division.
- Work with business customers to define system requirements and translate them into plans and specifications.
- Oversee the work with technologists, engineers and analysts to research and determine technical solutions to department and enterprise applications; review and assess 3rd party software solutions and conduct fit/gap analysis; design and plan application implementation including business process change; conduct configuration, integration, and data migration; and perform the implementation of the application.
- Review application designs including system configuration and database architectures according to IT standards and customer business needs.
- Perform enterprise-level database design and perform integration and construction planning. Design, document, build and test any required database migration.
- Determine information security requirements and required system design components.
- Conduct the installation, implementation, administration and support for 3rd party software solutions that support countywide initiatives.
- Perform programming or advanced scripting for system integrations.
- Participate in the testing process through system testing, acceptance testing, and execution of automated tests.
- Train, instruct and support county staff on the productive use of applications.
- Develop system technical and user documentation.
- Trouble-shoot problems and recommend solutions.
- Write feasibility studies, project briefs, lifecycle cost analysis, test plans, progress reports, proposals, and user manuals for new business processes and other related system documentation.
- Lead complex RFP solution teams including working with external professional services to supplement resources and expertise.
- Serve as project manager for major system implementation projects.
- Utilize "Best Practices" and tools for project execution and management. Maintain system integrity by coordinating change management processes and assisting with facilitating complex system changes.
- Develop and manage to project plans and work estimates and manage risks and issues to ensure the successful integration of new systems and applications.
- Prepare and conduct presentations and/or briefings on all aspects of the assigned project to project stakeholders.
- Conduct 3rd party vendor management including contract development, oversight, deliverables and negotiations.

**OTHER JOB FUNCTIONS:**

- Manage time and resources.
- Record time spent on work activities.
- Manage the work of technically skilled professionals engaged in the acquisition, implementation, support, and maintenance of systems.
- Perform administrative tasks and other job functions as assigned.



## MINIMUM QUALIFICATIONS

### Education and Experience

- Bachelor's degree in information technology, computer sciences, business/public administration or related field; and,
- Seven years of information technology or business analysis experience; and,
- Three years of experience in a project lead role is required.
- Positions in specific program areas may require program-related experience, education, and/or training.
- Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute equally on a year of year basis for the recruiting requirements.

### Licenses or Certifications

- A valid Washington State driver's license or the ability to otherwise meet the travel requirements of the position is required.

## OTHER JOB REQUIREMENTS

- Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check will be required.
- Must meet travel requirements and authorize and complete a background check prior to employment.
- Work a flexible schedule, which may include evenings, weekends, and holidays. May be subject to responding to emergency situations on a twenty-four-hour basis.

## PREFERRED QUALIFICATIONS

- Experience in programming or system integration work is preferred.

## SUPERVISION

Work is performed under the general supervision of an IT manager. Work is reviewed through meetings, reports, and results achieved and compliance with regulations, policies and quality of supervision. The position has full supervisory responsibility over staff assigned.

## COMPETENCIES

### Knowledge of:

- Principles and practices of effective supervision.
- Thorough knowledge of County policies and business unit functions and systems.
- Common IT business analysis practices, documents, and diagrams.
- System analysis, procedure/process analysis and problem resolution by working with multiple stakeholders in a problem-solving environment.
- Advanced knowledge of business operations, strategic information requirements, and priorities of customers business.
- Training techniques.



- Testing methodologies.
- Project Management principals.
- LEAN Methodologies.

**Skill in:**

- Implementing, configuring and testing enterprise applications.
- Identifying business workflow and system requirements.
- Troubleshooting and investigating software problems and providing solutions.
- Excellent customer service.
- Working with a variety of individuals from diverse backgrounds.

**Ability to:**

- Translate business needs into information technology solutions.
- Provide detail-oriented project management with strong consultative skills.
- Manage multiple competing priorities in a fast-paced environment. Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Work independently and as part of a team. Balance team and individual responsibilities.
- Communicate effectively verbally and in writing.
- Manage differing opinions in a positive manner and use good listening skills.
- Facilitate discussions and gain consensus among various project stakeholders such as analysts, engineers, vendors and clients.
- Understand and follow written and verbal instructions.
- Evaluate, monitor, and ensure compliance with laws, regulations, policies, and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Perform the physical requirements of the position; work within the established working conditions of the position.

**WORKING ENVIRONMENT/CONDITIONS**

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Exposures	Frequency Working in Designated Environment
Individuals who are hostile or irate	Seldom or Never
Extreme cold ( <i>below 32 degrees</i> )	Seldom or Never
Extreme heat ( <i>above 100 degrees</i> )	Seldom or Never
Communicable diseases	Seldom or Never
Moving mechanical parts	Seldom or Never
Fumes or airborne/blood borne	Seldom or Never



Toxic or caustic chemicals or substances	Seldom or Never
Loud noises ( <i>85+ decibels such as heavy trucks, construction</i> )	Seldom or Never

## PHYSICAL DEMANDS

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Moving throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting up to 20 lbs. associated with the job duties is required.