

Systems & Programming Supervisor - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Understands how the computer system operates; input/output functions, report generation, maintenance, and backup
- Can develop and design software programs using contemporary programming software and language
- Understands relationship between computer vendor, support services, and in-house operation and effectively utilizes support to maintain computer operation
- Is computer literate; knows how to achieve results with minimum of supervision

QUALITY OF WORK:

- Creates design specifications in advance of program changes to ensure users needs have been met, software configuration is accurately described, and task is possible to accomplish within timeframe, budget and hardware/software limitations
- Analyzes software/hardware operations to ensure maximum utilization and minimum inconvenience for users
- Documents all programming work and system analyses to ensure adequate audit trail for others to follow

QUANTITY OF WORK:

- Analyzes system's operation for conformity to established protocols; defines glitches and corrects
- Writes programming details, prepares implementation schedule, and completes programming tasks in a timely manner, within budget
- Samples data processing functions from time to time to verify ease and usefulness of functions, program features, operational defects, and opportunities for improvement
- Tests various functions for speed, accuracy, and appropriateness to desired objectives
- Maintains log of analyses performed to audit user-friendliness, quantity of output/input and timeliness of operations in accordance with predetermined standard

LEADERSHIP:

- Builds a "team concept" in the Department to ensure all employees are committed to the department's challenges, goals, and standards
- Effectively deals with user problems, thereby developing trust and confidence in the data processing staff as the experts
- Sets high, but realistic expectations of all staff, that should be carried out regardless of the degree of freedom provided, or the closeness of supervisory oversight