



BUSINESS CONTINUITY GROUP SUPERVISOR

SALARY GRADE: [C4-79](#)

DEFINITION:

Under the direction of an assigned Educational Technology Services (ETS) administrator, plan, organize, and supervise the programming technical staff and computer applications functions for the District Administrative Systems including Enterprise Resource Planning (ERP) systems; train, supervise and evaluate the performance of assigned staff.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include the following:

1. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
2. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
3. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
4. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
5. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
6. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
7. Supervise programmers, temporary employees and vendors working on a variety of projects; determine priorities for programming tasks and schedule available resources; monitor projects and programmer performance; identify potential program or problem areas.
8. Oversee the computer applications functions including ERP systems.
9. Coordinate systems maintenance and software development for application systems including the development between systems; coordinate user requirements in terms of existing and projected computer capacity and capabilities.
10. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; counsel, discipline personnel according to established policies and procedures.
11. Communicate with and advise the Director on various programming issues; advise District and campus staff on programming issues.
12. Recommend, specify, acquire, install and configure equipment and programs for the colleges as necessary.
13. Assist in developing and preparing the annual preliminary budget for the department; control and authorize expenditures in accordance with established limitations.

14. Operate a computer, associated peripheral devices, various software and hardware and related office equipment.
15. Prepare and maintain a variety of narrative and statistical reports, records, and files related to assigned activities and personnel.
16. Attend seminars, meetings and other activities as assigned.
17. Maintain current knowledge of equipment and programs for future implementation.
18. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Principles of database and project management, program planning, documentation and control.
2. Principles, methods and problems of operating an electronic data processing computer and peripheral equipment.
3. Analysis and design of systems and procedures.
4. Computer programming languages, utilities and applications used within the District.
5. Principles and practices of supervision and training.
6. Budget preparation and control.
7. Oral and written communication skills.
8. Interpersonal skills using tact, patience and courtesy.
9. Technical aspects of field of specialty.
10. Record-keeping techniques.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Plan, organize and supervise the programming technical staff and computer applications functions for ERP systems.
3. Evaluate, design, develop, and maintain applications systems.
4. Train, supervise and evaluate personnel.
5. Communicate effectively both orally and in writing.
6. Establish and maintain cooperative and effectively working relationships with others.
7. Interpret, apply and explain rules, regulations, policies and procedures.
8. Maintain records and prepare reports.
9. Analyze situations accurately and adopt an effective course of action.
10. Work independently with little direction.
11. Meet schedules and time lines.
12. Plan and organize work.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in computer science, business administration, or related field.
2. Five (5) years of increasingly responsible information technology experience in analysis and design, database systems, programming or related experience.

Preferred qualifications

1. MBA or two (2) years supervisory experience.

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: August 2014
EEO Code: H-30