SHAWNEE COUNTY, KANSAS
Position Description
Application Support/Project Manager

POSITION NUMBER: IT1006A, IT1007B, IT1026B   **FLSA STATUS:**   E

POSITION DESCRIPTION

Manages a team that is responsible for support of computer applications that have been purchased or developed internally. Team members serve as liaisons with other Information Technology staff, internal clients within the county that use the applications, and with outside vendors for all phases of the life cycle of computer applications from initial needs analysis through migrations, implementations, maintenance, and eventual retirement. Allocates team resources and sets delivery schedule to meet client requirements. Provides technical support and direction for team members to insure that supported applications are accessible, operable, updated, secured, and that data stored within is appropriately backed up and recoverable. Performs other duties as required. This position is supervised by the Information Technology Director.

WORK PERFORMED

40%   **Supervision of Staff.**   Supervises support staff with respect to accountability for performance and behavior, discipline of employees, staff development and training, completion of performance evaluations and other personnel related functions. Participates in the hiring and promotional process. Instructs staff on proper completion of tasks. Inspects and reviews work of staff to ensure that projects are complete. Establishes work schedules and assigns work. Checks work procedures and products.

40%   **Project Management**. Manages all phases of new major application implementations – Initial needs analysis, gap analysis, product selection, timelines\milestones, liaison with stakeholders\vendors, progress tracking, hand-off to users.

10%   **Application Support.** Manages entire life cycle of assigned applications – from initial selection through eventual retirement.

5%   **Quality Control.** Develops and maintains processes to identify and address issues with security, functionality, supportability, and usability of applications. Insure that established protocols are followed.

5%   **Continuing Education**. Develops increasing knowledge and skills in application programming development and project management.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:
- Human resource management including hiring practices, disciplinary procedures, terminations, etc.
- Project management best practices
- Current software development best practices, platforms, tools, and techniques

Ability to:
- Plan and direct the work of others.
- Communicate effectively, both orally and in writing, using the English language.
- Interface with county department managers, county staff, and vendors to determine customer requirements and expectations, establish and communicate project goals/schedules/milestones, convene stakeholder meetings as needed, track and publish project progress.

Skill in:
- Providing leadership and direction to employees (conflict management, motivation, modeling, mentoring).
- Diplomatically handling conflicting viewpoints.
- Managing and merging expectations on the part of all project participants.

PHYSICAL REQUIREMENTS

N-Never   **O**-Occasional (1%-33%)   **F**-Frequent (34%-66%)   **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					**BODY/TRUNK**					**OTHER**				
Reaching			X		Sitting		X			Driving			X	
Pushing/Pulling		X			Bending		X			High Elevation	X			
Climbing		X			Reaching		X			Unprotected Heights	X			
Throwing	X				Lifting		X			Around Moving Machinery		X		
ARMS					Carrying		X			Driving Automotive Equipment			X	
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting		X			Twisting		X			Cramped Body Position		X		
Pushing/Pulling		X			Squatting		X			Sustained Positions		X		
Carrying		X			Turning		X			Noise Levels (Excessive)		X		
Throwing	X				**LEGS/FEET**					Electrical Hazards		X		
EYES					Walking		X			Slippery Surfaces		X		
Near Vision			X		Standing		X			Work Above Ground		X		
Far Vision		X			Sitting		X			Work Below Ground		X		
Color Vision			X		Carrying		X			Irregular Surfaces		X		
VOICE					Climbing		X			Moving Objects		X		
Talking			X		Jumping	X				In High Volume Traffic		X		
EARS					Turning		X			Exposure to Marked Changes in				
Hearing			X		Lifting		X			Temperature and Humidity			X	

EQUIPMENT USED

Personal Computer	Telephone	Photocopier	Test Equipment
Printer	Fax Machine	Office Furniture	

MINIMUM QUALIFICATIONS

- Bachelors' Degree from an accredited college or university in Computer Science or related field. (Related experience may be substituted for the required education on a year-for-year basis in addition to the required experience below, with High School Diploma or GED.)

- Five (5) years of increasing responsibility in areas relating to project management.

- Three (3) years of administrative and/or supervisory experience.

- Valid Driver's License and able to operate a County-owned vehicle (HR-2013-2). Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) that are less than five (5) years old; No more than two (2) at fault or chargeable accidents that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

SPECIAL REQUIREMENTS

- Required to pass a background investigation, pre-employment physical/drug screen and a review of driving record.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

_____   _____
Employee's Signature / Printed Name   Date

_____   _____
Administering Supervisor's Signature / Printed Name   Date

_____   _____
Appointing Authority's Signature / Printed Name   Date

Created: 09/14
Revision History: 09/23