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| wcsi16_full_blue | **Position Description:**  **IT Development and Services Supervisor** | **Position Created:** 12/1/2018 |
| **Department:**  Fiscal |
| **Services:** |
| **Unit:** Information Technology |
| **Employee Name:**  **Supervisor:** Joe Lape | **Effective Date:** | **Position Number**: P1187-3203 |
| **Position Classification:**  Information Technology Generalist 2 | **Employment Status Code:**  Full-Time | **Last Reviewed/Update Date:** 7/3/2019 |
| **MCR Code:** P1188 | **FLSA Code:** Non-Exempt | **Approval:** 7/5/2019 |

**SUMMARY**

This is a full-time non-exempt position that is responsible for installing, maintaining, troubleshooting existing software, and networks. The primary work hours will be Monday through Friday, 8:30 am to 4:30 pm with a 1/2 hour lunch (37.5 hrs/week) unless otherwise agreed upon. Responsible to perform routine technical duties in operating a variety of input, output, and external storage devices which are part of an electronic computer system. This position will perform tasks to aid in the on-going support of computer users under general supervision. The position will typically work in a microcomputer environment providing hardware and software support to users including but not limited to software training, technical advice on software packages, LAN/hard disk backups, hardware and software installation and troubleshooting printer malfunctions. The position will also be involved in developing user documentation. Additionally, this position will research and develop necessary systems to be used throughout the agency.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following. Other duties may be assigned as deemed necessary by management.

**Compliance:**

Adheres to WCSI, state, county, and federal regulations governing Targeted Case Management service provisions. Attends specially designed training programs provided through WCSI, state, county, and federal agencies.

**Network Activities:**

Works in collaboration with the Network Administrator regarding network development, function, and maintenance. Performs and oversees continuous system and data health checks, user administration and application of patches and upgrades.

**Development Activities:**

Trains and Serves as backup to Level 1 Support Technician.

Serves as back up to the Network Administrator.

Lead internal project meetings with agency leadership to analyze, design, develop, and distribute HIPAA compliant, internal web applications.

Design, optimize, and refactor code to maximize performance and user experience.

Design and deploy JavaScript logical expressions into internal Mi-Apps form software to deliver business critical forms and documents.

Help define and enforce best practices, guidelines, and standards as it relates to web application and database design and development.

Works with contracted developers, ensuring contractual obligations and project timelines are met, as related to existing systems, as well as new systems.

Write and execute comprehensive automated unit tests.

Communicate to the IT Manager opportunities for department/team growth as it relates to areas of responsibility, including training development, new technologies, software, and services.

Develop and maintains documentation as it relates to the areas of responsibility.

Performs regular safety and security checks on cloud infrastructure and web services.

**Software/Services Activities:**

Performs regular safety and security checks on cloud infrastructure and web services. Maintains mobile device management software to ensure all devices are under compliance and that client data on mobile devices is protected as stipulated by HIPAA and HITECH. Works in collaboration with the Network Administrator to manage software and services infrastructure in Azure, including app servers and databases, as related to areas of responsibility. Develops and maintains help desk ticketing system for departments at WCSI, including IT, HR, and Maintenance. Prepares and executes recovery and restoration plans in the event of software and infrastructure outages. Work in collaboration with Data Services to develop and maintain logical expressions for client forms. Reports software and infrastructure outages in a timely manner. Develops and maintains software and services to meet the needs of various departments and programs, as well as public facing websites. Assists with technology reviews with regards to Incidents that involve IT equipment.

The IT Development and Services Supervisor will develop and maintain database systems utilized for WCSI services. This includes relational database systems. To develop, this includes working with contracted vendors to meet the specs presented as they relate to WCSI. This process includes ensuring all contractual obligations are met including established timelines. The IT Development and Services Supervisor will provide necessary reporting of data as requested by WCSI Leadership. As it relates to WestCo CIS, the IT Development and Services Supervisor will provide necessary support to Westmoreland County providers as it relates to the direct use of the WestCo CIS system.

Experience using object-oriented PHP, JavaScript, HTML, and CSS to build scalable, testable, user-friendly dynamic and progressive web applications.

Strong knowledge and comfortable using frameworks such as Laravel, Vue, and Bootstrap.

Experience using Git in a team environment; comfortable using Git through a command line, or through a graphical user interface.

Working knowledge of creating and consuming REST API endpoints.

Must be comfortable within the Linux command prompt.

Strong design and implementation skills including UML, ERD, Flow Charts.

The IT Development and Services Supervisor will also serve as the Security Officer for WCSI. Duties assigned to the Security Officer are but not limited to:

* Work with Network Administrator to develop and design security devices and software to ensure the safety of all internal data stored on WCSI networks.
* Perform regular routine inspections of systems and network processes for security updates.
* Develop and maintain a response plan in the situation where the network infrastructure becomes compromised. This plan will include specific steps to follow in the event of a catastrophic event.
* Security Officer will provide updates and reports, as requested/assigned by the Compliance Officers.

**SUPERVISORY RESPONSIBILITIES**

The IT Development and Services Supervisor directly supervises the data Services Analyst and PC Network Support Specialists. The Information Technology Development and Services Supervisor reports directly to the IT Manager and may take direction form the CFO and/or the Chief Executive Officer.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

A degree with major course work in data processing; or graduation from high school and one (1) year of experience and one hundred (100) hours of formal training in the use of computing and information technology resources. Supervisory experience preferred.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**Certificates, Licenses, Registrations:**

Valid PA Driver’s License, Proof of Valid Auto Insurance, Act 34 (Criminal Record), and Act 33 (Child Abuse) and FBI Clearance. There will be monthly screenings of PA Medicheck List, LEIE and SAM.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel and to talk and hear. The employee is occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, crawler climb. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

**Work Environment:**

While performing the duties of this job, the employee regularly works in an office environment and is occasionally exposed to outside weather conditions. The work is generally performed in a distributed environment and involves applying technology to manage information for the business area in accordance with applicable standards. Duties performed with considerable independence and are subject to review by an administrative or technical supervisor for quality of applications developed, the operational performance of the network and/or support services being provided.

**Reasonable Accommodation:**

It is WCSI’s business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with disabilities.

**This position description is not an employment agreement or contract, but rather a description of the expectations of job duties and responsibilities as assigned to this position.  Management has the exclusive right to alter the scope of work within the framework of this position description and the position classification, at any time without prior notice.**

*This job description accurately reflects the duties and responsibilities of this position and assignment to the appropriate position classification.*

Chief Administrative Officer Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

*The employee’s signature below validates that the employee understands this job description; meets the qualifications for the position and accepts responsibility for all job duties and responsibilities indicated for this position. The Supervisor’s signature below validates presentation of the job description to the employee on the date indicated.*

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Employee Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_