

# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## IT APPLICATION DEVELOPMENT AND SUPPORT SUPERVISOR

Supplemental Questionnaire Required

Promotional Only

Job # 22-DD6-01

Salary: \$9,882 – 12,504 / Month

Closing Date: Friday, December 9, 2022

**THE JOB:** Under direction, supervise and direct the work of a unit engaged in the analysis, design, development, implementation and support of programming solutions, including the implementation and support of commercial applications; and do other work as required.

**The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.**

**THE REQUIREMENTS:** Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

A Bachelor's degree from an accredited college or university with a major in computer science or a closely related field **and** five years of experience performing both systems analysis/design and programming for business applications, which included analysis and design of several systems or a single major system and included at least two years as a lead worker or full supervisor.

**OR**

Seven years of experience performing both systems analysis/design and programming for business applications, which included analysis and design of several systems or a single major system and included at least two years as a lead worker or full supervisor.

Completed coursework in applications programming and systems analysis is highly desirable.

**Special Requirements: Background Investigation:** Some positions may require fingerprinting and/or background investigation. **Other Special Requirements:** Availability to work irregular hours, which may include evenings, nights, weekends and holidays.

**Knowledge:** Thorough knowledge of multi-platform and intersystem relationships; the theories, principles,



and practices of developing and supporting information processing systems; the principles of process modeling, data modeling, and database design; tools and programming languages used by the department; database performance tuning and security issues; data delivery issues; multiple databases, operating systems, and data modeling tools; and the principles, practices and methods of project management. Working knowledge of the principles, practices and methods of training, mentoring and supervision. Some knowledge of the methods and techniques of developing and monitoring project budgets.

**Ability to:** Set standards of performance tied to organizational goals to control, develop and enhance productivity of staff; manage projects, with own staff or in matrix managed structure, including setting goals and priorities and creating and managing project plans, schedules, resource allocations and risk; plan, organize and direct project work to achieve desired results; produce results in timely and efficient manner for own work and work of direct reports; perform workload planning control management, providing relevant reports to management; demonstrate a high-level understanding of customers' needs and business practices and develop innovative solutions for meeting those needs; select and utilize appropriate troubleshooting approaches to address customer specific issues in a comprehensive and useful manner, display a broad grasp of the relevant technical concepts, and incorporate these concepts into pragmatic solutions for customers; design and develop complete, creative and innovative solutions to problems; analyze and evaluate complex programming problems and develop and implement the most comprehensive, reasonably correct solutions, which avoid unintended effects upon other parts of the code or other systems and prevent the need for substantial future fixes or maintenance; develop and apply operational policies and procedures appropriately; assume responsibility for a complete application as well as architect, design and code it; understand and manipulate complex data structures; analyze complex systems and program specifications; demonstrate expert level software development and business process skills; write computer programs in languages used in the department; leverage and reuse one's own or others' work; perform thorough testing of one's own and others' work and diagnose problems in it; train and mentor technical staff; read, comprehend, and write technical documentation; present technical concepts and projects to technical and non-technical staff; use good judgment and work with minimal direction; communicate effectively, both orally and in writing; and work cooperatively and effectively with other staff members, customers and vendors.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

### **IT APPLICATION DEVELOPMENT AND SUPPORT SUPERVISOR – SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

1. Describe your experience creating web and/or mobile applications. Make sure to include purpose of the application(s), customer(s), your role, development platform(s), programming tools and languages and any source control systems you have used.
2. Describe your experience implementing and supporting commercial applications.
3. Describe your experience supervising, training, mentoring and/or evaluating junior level staff.

#### **EMPLOYEE BENEFITS:**

**ANNUAL LEAVE** – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

**HOLIDAYS** – 14 paid holidays per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$20,000 term policy. Employee may purchase additional life insurance.

**DISABILITY INSURANCE** – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

**DEPENDENT-CARE PLAN** – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

**County of Santa Cruz**

[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)

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