APPLICATION SUPERVISOR

Position Status:	Exempt
Reports To:	Application Manager
Effective Date:	03/31/25
Revised Date:	
Job Level:	M1

POSITION SUMMARY

Under administrative direction, this position:
1. Supervises and leads systems configuration and research, data management and retrieval, reporting standards and complex analysis, and State policy and procedure implementation
2. Supervises and leads the Core Application Unit as a Subject Matter Expert (SME)
3. Facilitates collaboration between Alliance staff and contracted vendors to ensure effective application lifecycle management, including integration of new and enhanced software applications in support of business goals
4. Supervises, mentors, and trains assigned staff
5. Performs other duties as assigned

RESPONSIBILITIES

1. Supervises and leads systems configuration and research, data management and retrieval, reporting standards and complex analysis, and State policy and procedure implementation, with duties including but not limited to:
   - Supervising and leading in the design, development and implementation of new programs, changes to existing programs, and other system configuration needs
   - Supervising the integration process of new vendors
   - Collaborating with others to achieve long-term resolution of errors
   - Supervising and leading cross-functional projects while achieving timely and accurate deliverables
   - Supervising and leading the assessment and interpretation of policy and operational changes from the Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), Centers for Medicare and Medicaid Services (CMS) and other governmental entities, and making recommendations
   - Leading the drafting and implementation of administrative policies, processes and procedures related to Application Services Department operations
   - Supporting the Application Services Manager by participating in the design, development, testing, and implementation of Alliance projects, operations and reporting solutions
   - Assessing software bugs and change requests to prioritize with stakeholders, internal development, and vendors

2. Supervises and leads the Core Application Unit as a Subject Matter Expert (SME), with duties including but not limited to:
   - Leading the interpretation of Alliance business processes and procedures
   - Supervising and facilitating testing and documenting configuration solutions for assigned functions

- Supervising and leading complex departmental processes, workflows, procedures, and related documentation and making recommendations for improvement
- Overseeing and performing the most complex and advanced systems configuration
- Collaborating with vendors to resolve day-to-day systems issues affecting operations
- Advising and influencing vendors on Alliance business needs
- Supervising and leading the most complex systems configuration processes, including those related to security, systems integration, and financial systems
- Working with the Application Manager to define project scope, goals and deliverables that support business goals in collaboration with stakeholders
- Working with the Application Manager in the coordination and development of functional specifications, system design specifications, and use cases for Quality Assurance, User Acceptance Testing, and Release Management
- Drafting, recommending, and implementing administrative policies and procedures related to Application Services Unit operations
- Providing input related to budget development and assisting with budget monitoring and purchasing functions
- Staying informed of current and new developments in the field and sharing updates with staff

3. Facilitates collaboration between Alliance staff and contracted vendors to ensure effective application lifecycle management, including integration of new and enhanced software applications in support of business goals, with duties including but not limited to:
   - Supporting the application lifecycle from strategic planning and systems specification to implementation
   - Supporting the work with Alliance staff and contracted vendors to define business problems to be solved by new applications or enhancements
   - Collaborating with stakeholders, including Software Developers and Information Technology Services (ITS) staff, to envision, define, and prioritize application features and requirements
   - Supporting the Business Requirements function for the software development lifecycle, including partnering with departments to understand business needs and delivering requirements and use case documentation to be used by internal developers with regards to application management initiatives
   - Developing and maintaining relationships with staff and vendors to support application services and functionality and to meet defined business requirements
   - Participating in ongoing application projects and acting as a liaison between Alliance staff and vendors

4. Supervises, mentors, and trains assigned staff, with duties including but not limited to:
   - Supervising staff, setting goals and objectives, delegating and assigning work
   - Providing mentoring, coaching, and development and growth opportunities to staff
   - Interviewing and participating in the selection of staff in conjunction with the Application Services Manager
   - Collaborating with the Application Services Manager in developing staff training plans, career pathways, and routine individual staff performance reviews
   - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
   - Overseeing or conducting staff training, including the development and maintenance of training materials

- Identifying training gaps and opportunities for improved performance

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business Administration, Health Care, Information Technology, Information Science, Public Administration, or a related field and a minimum of six years of application management experience in a Medi-Cal or managed health care environment which included a minimum of two years of supervisory or project lead experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of Application Lifecycle Management (ALM) and the Software Development Lifecyle (SDLC), from defining requirements to implementation
- Thorough knowledge of the methods and techniques associated with the development of business requirements
- Thorough knowledge of the methods and techniques associated with systems analysis
- Thorough knowledge of the principles and practices of technical/technology implementation processes, including the integration of systems and the application of information management
- Thorough knowledge of the methods of application configuration in a Medicaid and Medicare environment
- Working knowledge of and proficiency in applying effective leadership skills, including team building, facilitating efficient and effective meetings, problem-solving, conflict resolution, and negotiating with and influencing others
- Working knowledge of the Medicaid and Medicare Programs
- Working knowledge of customer-focused quality improvement methods
- Working knowledge of and proficiency in research, analysis, reporting methods, performance metrics and statistics
- Working knowledge of project management methodologies and best practices
- Working knowledge of the principles and practices of software development
- Working knowledge of the basic principles and practices of supervision and training
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, PowerPoint, Visio and Adobe Acrobat
- Ability to train, mentor, supervise, and evaluate the work of staff and motivate staff to achieve goals and objectives
- Ability to develop work plans and workflows and organize and prioritize staff's work
- Ability to demonstrate strong teamwork and team-building skills
- Ability to facilitate and lead meetings and projects
- Ability to quickly and accurately assess the organization's overall needs and the unique departmental considerations associated with each application development and implementation process
- Ability to manage large, complex application projects within individual departments, across multiple departments, and across the entire organization
- Ability to manage multiple application projects simultaneously, organize work, and achieve goals and timelines

- Ability to translate business requirements into detailed application requirements
- Ability to collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve problems in a timely manner
- Ability to influence others and build consensus with individuals at all levels in the organization
- Ability to make presentations and adjust communication style to facilitate collaboration and understanding among both technical and non-technical audiences
- Ability to prepare narrative and statistical written reports
- Ability to research and assist with the development and implementation of policies and procedures
- Ability to present information, data and results in a clear and understandable manner, utilizing methods appropriate to various forums
- Ability to interpret, apply and explain complex principles, policies, regulations, terms and procedures
- Ability to coordinate multiple stakeholder needs across departments
- Ability to foster effective and collaborative working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to adapt to and initiate change

DESIRABLE QUALIFICATIONS

- Master's Degree in Business Administration, Health Care, Information Technology, Information Science, Public Administration, or a related field
- Working knowledge of health care regulatory policies, principles of health care planning and administration, health care data analytics, State and Federal Legislative processes, and Medi-Cal program and regulations
- Working knowledge of Health Solutions Plus (HSP) and/or Jiva
- Some knowledge of Agile/Scrum development environments
- Proficiency in the use of SharePoint

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.