



DEFINITION

Under general direction of the Information Technology Manager and as assigned, supervises professional and support staff performing information technology related functions; completes the most difficult and complex systems implementation and project management work; and performs a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This single position class is distinguished from other supervisory classifications within the District by its responsibility for directing information technology activities within the assigned area(s) of responsibility. Areas of program responsibility may include, but are not limited to, information technology project management, systems analysis, design, and implementation, data base administration, network administration and personal computer support, and computer operations. This class is distinguished from Information Technology Manager in that the latter has overall administrative responsibility for the District's information technology program and supervises this class. It is distinguished from the Senior Information Systems Analyst in that the Supervisor performs the most complex and specialized information systems work and may provide direction to persons in the analyst classifications.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Oversees the implementation of assigned -- Information Technology Master Plan projects; acts as team leader and/or technical specialist for large, sensitive, broad based and complex projects affecting many users, departments and outside organizations; coordinates the activities of District and contract personnel through all phases of information technology projects; plans, guides, and tracks information for technology projects.
- Proactively works with end users to determine needs, perform complex business analysis and develop requirements; evaluates alternatives and determines optimal approaches to meet requirements, documents business processes; develops technical specifications and instructions for development of enhancements, modifications or new applications; creates logical and physical data models. Performs complex technical work in the assigned area of responsibility such as application development, database and system administration, and business intelligence and report development.
- Plans, prioritizes, assigns, supervises and reviews the work of staff involved in a variety of information technology activities including business systems analysis, software implementation, network infrastructure and/or database administration; prepares and reviews employee performance evaluations; recommends to Information Technology Manager the selection of staff; provides or coordinates staff training; works with employees to address/correct deficiencies; implements disciplinary action(s) as necessary.
- Evaluates operations and activities of assigned area(s) of responsibility; recommends improvement and modifications; prepares various reports on operations and activities.

Information Technology Supervisor

- Develops and recommends policies and procedures related to assigned operations including system and program documentation standards; prepares procedures and instructional materials related to usage and operations.
- Oversees monitoring of systems security, system logs regarding possible operational problems, security violations, and system performance issues.
- Develops and presents training to District staff on relevant technology-related information, new equipment, and program upgrades.
- Ensures timely resolution of Help Desk trouble calls; monitors overall quality, efficiency and timeliness of Help Desk services; develops standards and procedures to manage quantity and complexity of trouble calls; and resolves complex and difficult help desk requests.
- Develops specifications for capital purchases of computer related equipment; issues Requests for Proposals (RFP's), evaluates responses, and makes purchase recommendations. Investigates and evaluates new applications and hardware/software upgrades.
- Assists Information Technology Manager in developing and administering budget; prepares cost estimates for budget recommendations; submits justifications for equipment, supplies, services, and staff; monitors and controls expenditures.
- Maintains current knowledge of the field including learning new and existing programming languages, vendor software, applications, databases and hardware through formal, informal and on the job training, and self-study.
- Develops and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Performs other related work as required and assigned.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:

Possession of a Baccalaureate degree from an accredited college or university with a major in information systems, computer science, or a related field and four years of increasingly responsible information systems experience with at least two (2) years in a lead capacity directing the work of others.

Successful completion of the District's Pre-Supervisory Training Program may be substituted for the two (2) years in a lead capacity directing the work of others.

Knowledge, Skills and Abilities:

Knowledge of: The principles and techniques of systems analysis and computer programming; the installation, operation and maintenance of computer software and hardware; budget development techniques and methods of project development and management; appropriate computer programming languages being used to run District applications; database and network administration; modern principles of supervision and personnel management.

Skill and Ability to: Operate a personal computer and related computer peripheral equipment; plan, organize and direct assigned information technology activities; analyze user requirements and determine how technology can assist them; think logically in abstract symbolic terms and solve systems and procedure problems; understand information technology including current trends and directions; analyze data and draw sound conclusions; communicate effectively, both orally and in writing including providing technical information in non-technical terms; provide instruction and training to end users and other information technology staff; maintain detailed and accurate records; establish and maintain effective working relationships with those contacted in the course of the work.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential functions of this classification are performed in a controlled-temperature office with the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone and operate a computer and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; and intermittently twist to reach equipment or supplies surrounding desk; and frequently lift or carry boxes of files and records weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 07/15

Approved: 
Human Resources/Risk Manager

