



Information Technology Supervisor

Class Code:

438

DEFINITION

Under general direction from the Information Technology Manager, supervises professional and support staff performing information technology related functions; completes the most difficult and complex systems implementation and project management work; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Information Technology Supervisor is a first level supervisory classification. Under general direction, within the framework of established policies and procedures, the incumbent directs 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. Assignments are given in general terms and subject to periodic review while in progress and upon completion by the Information Technology Manager. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

This classification is distinguished from the Information Technology Manager, in that the latter is a division manager with overall administrative responsibility for the District's information technology program and supervises this classification. 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 assigned staff involved in a variety of information technology activities including desktop support, 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.

- Interviews and hires new staff; prioritizes, assigns, and reviews work; approves time off for payroll purposes; prepares employee performance evaluations; monitors and participates in employee relations activities within the department.
- Evaluates operations and activities of assigned area(s) of responsibility; recommends improvement and modifications; prepares various reports on operations and activities.
- 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.
- Application of basic statistical analysis in development of device test plans necessary in the prioritizing of desktop support 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; 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.

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 (4) years of journey-level information systems experience, including one (1) year of lead experience OR completion of the District's Leadership Skills Training Program. Supervisory experience desired.

If not previously completed, completion of the District's Leadership Skills Training Program is required following hire.

Knowledge, Skills, and Abilities:

Knowledge of: 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; methods of effectively managing a large inventory of technology assets and projecting replacement and upgrade needs, rates and resources; appropriate computer programming languages being used to run District applications; database and network administration; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: 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; analyze data and draw sound conclusions; provide instruction and training to end users and other information technology staff; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid 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, 02/21

Approved: _____
Human Resources/Risk Manager

