

CLASS SPECIFICATION



CLASS: Information Technology Supervisor
ALLOCATION: Information Technology
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: September 2007
REVISED: November 2015

JOB SUMMARY

Under limited supervision, provides technical and administrative supervision in computer systems operations, analysis and design, database administration, network administration, systems programming, communications, applications, desktop and help desk operations and/or other computer information systems specialties in a mainframe, midrange and/or microcomputer environment; oversees feasibility and impact studies of technology direction including the formulation of recommendations; plans, assigns, and coordinates computer information systems projects; performs administrative function such as budgeting, purchasing, and fiscal analysis; supervises subordinate staff in an assigned unit in the Information Technology Department; exercises initiative and independence in the performance of assigned responsibilities; and performs related work as assigned.

The Information Technology Supervisor is a full working supervisory professional and advanced technical level classification in the Information Technology series.

CLASS CHARACTERISTICS

This position reports to the Chief Information Officer or Information Technology Manager, depending on the assignment. This class is distinguished from the Senior Information Technology Analyst as the scope of responsibilities are focused on the direct supervision of subordinate staff, as well as, overall responsibility of a functional unit in the Information Technology Department, training of staff, and coordinating unit assignments.

EXAMPLES OF DUTIES:

Essential:

- Supervises, assigns, plans, reviews, and evaluates the work of assigned subordinate staff; implements County, departmental and divisional policies, procedures, and service standards in conjunction with management; evaluates workforce and resource needs of assigned staff; ensures adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Assists with defining, designing, implementing, and evaluating staff training and development programs, customer service initiatives and performance measurement criteria; provides or coordinates staff training; trains and instructs staff in job duties and County, departmental, and divisional policies, or arranges for training to be provided; provides guidance to support professional development of staff; participates in the selection of staff including, conducting interviews and making staffing recommendations to management.
- Completes performance evaluations of subordinate staff; evaluates staffs' job performance and conformance to regulations; provides direction, encouragement, and praise through regular feedback sessions; discusses job performance problems with staff in order to identify causes and issues, and to work on resolving problems; recommends discipline and implements discipline procedures as needed/directed.
- Prioritizes, and issues work schedules, deadlines, and duty assignments of assigned staff; coordinates activities with other unit supervisory personnel, and with other departments to ensure the technical performance of various departmental and/or County-wide computer equipment and systems; supervises project implementation.
- Participates in information strategic plan development, maintenance, and implementation; participates in meetings with management to develop, implement, or interpret new or revised initiatives.
- Administers and maintains County, departmental, and/or divisional standards for computer, server and network hardware and software; recommends and implements an optimal solution to identified needs; plans and develops test data to validate new or modified applications; supervises the development and application of standards and procedures necessary to develop, install, and maintain efficient and effective computer information systems; performs full range of duties in area of assignment.
- Assists in the development of the Department budget by providing statistics, material forecasts, and anticipated equipment and software needs; maintain close liaison with vendors and outside agencies to assure properly maintained equipment; order needed equipment and supplies; monitors and controls

expenditures.

- Provides guidance in computer systems operations, analysis, and design; database administration; network management; systems programming; communications and applications; desktop and help desk operations; and/or other information systems specialties; supervises or provides customer or technical support for internal and/or external computer information systems; provides staff with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes; recommends corrective action as necessary to resolve complaints; participates in the work of subordinates in order to facilitate productivity or to overcome difficult aspects of work.
- Analyzes and makes recommendations to management concerning procedural changes such as for new or revised work related policies, procedures, and standards; serves on policy, technical, personnel, and customer group committees.
- Participates in computer systems disaster recovery plan maintenance and implementation.
- Obtains and evaluates bids from vendors; directs or participates in feasibility and impact studies; recommends selection based upon price and ability of the vendor to fill the County needs; places orders for specified purchases.
- Communicates with vendors on hardware and software developments and assists in the research, review, recommendation, and preparation of requests for proposals and/or bid specifications for equipment purchases.
- Maintains current knowledge of hardware, software and network technology and recommends upgrades to departmental management.
- Attends training and seminars; reviews technical publications to remain current on new technology; provides training on new technology for subordinate staff.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Uses standard office equipment in the course of the work; uses hand and power tools to install hardware and cabling.
- May drive a personal or county motor vehicle in the course of the work to visit various departmental work sites.

EMPLOYMENT STANDARDS:

Knowledge of:

- Basic business management principles involved in strategic planning, resource allocation, leadership techniques, production methods, and coordination of people and resources.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Principles and processes of providing customer service including, customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- County and departmental operations, terminology, rules, policies and procedures.
- Methods and techniques of project management, development and review.
- Principles of public agency purchasing and contract administration.
- Economic and accounting principles and practices.
- Arithmetic, algebra, geometry, statistics, and their applications.
- English language structure and content including the meaning and spelling of words, rules of composition, and grammar.
- Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Federal Communications Commission (FCC) rules and regulations governing the operation and repair of governmental radio transmitters and receivers.
- Computer hardware and software, including applications and programming utilized by the County.
- Design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.
- Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Principles and methods for describing the features of land, sea, and air masses, including their physical

characteristics, locations, interrelationships, and distribution of plant, animal and human life in GIS applications.

- Safe work methods and safety regulations and precautions pertaining to the work.

Skill in:

- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Monitoring and assessing the performance of one's self, other individuals, or processes to make improvements or take corrective action.
- Planning, organizing, supervising, reviewing and evaluating the work of staff.
- Training staff in work procedures.
- Analyzing and using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Managing one's own time and the time of others.
- Talking to others to convey information effectively.
- Creating a unified team environment.
- Teaching others how to do something.
- Being aware of others' reactions and understanding why they react as they do.
- Actively looking for ways to help people.
- Bringing others together and trying to reconcile differences.
- Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Keeping up-to-date technically and applying new knowledge to your job.
- Understanding the implications of new information for current and future problem-solving and decision-making.

Ability to:

- Develop constructive and cooperative working relationships with others and maintaining them over time.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Require individual accountability and responsibility by immediately responding to behavior.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.
- Recognize something is wrong or is likely to go wrong.
- Maintain composure in difficult situations.
- Read and understand information and ideas presented in writing and verbally.
- Observe, receive and obtain information from all relevant sources.
- Apply general rules to specific problems to produce answers that make sense.
- Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Physical Demands: The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group III) which will measure the ability to:

- Properly handle equipment and supplies weighing up to 25 pounds on routine basis.
- Properly handle equipment weighing up to 40 – 80 pounds, occasionally.
- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop, and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms, and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Perform physical activities that require considerable use of arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, kneeling, crouching and crawling.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- May be required to work evenings, weekends and/or holidays as directed.
- The noise level varies between quiet to loud.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

MINIMUM:

Licenses and Certification:

- Possess and maintain a valid California Class C driver's license within 10 days of employment.
- Possess and maintain at least one certification program as identified and determined by the department depending on the area of assignment: applications, operations or help desk.

Education/Experience:

A Bachelor's Degree from an accredited college or university with major coursework in Computer Science, Management Information Systems or a field related to the work and two years of experience performing network, operations, applications, or communications systems project management. A list of the coursework must be submitted with application. Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED:

Licenses and Certification:

Possess and maintain any of the following certifications or their equivalent as determined by the department:

- CompTIA A+ or higher;
- Cisco Certified Network Associate (CCNA) or higher;
- Microsoft Certified Systems Administrator (MCSA) Certificate, or Microsoft Certified Solutions Developer (MCSD) for .NET or higher;
- VMware VCP5-DCV or higher;
- EMC Information Storage Associate (EMCISA) or higher;
- ESRI Foundation Courses or higher;
- Mitel 3300 ICP Administrator Certificate;
- AVST Callxpress;
- FCC General Radio Operator License (GROL) Certificate;
- Project Management Institute (PMI) Certificate for Project Management Professional (PMP) or Certified Associate in Project Management (CAPM);
- Certified Information Systems Security Professional (CISSP).

Education/Experience:

In addition to the minimum, a Master's Degree from an accredited college or university in Computer Science or Management Information Systems and additional relevant network, operations, applications and communications systems project management or supervisory experience preferably in a public agency setting.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: B
WC: 8810.1

HR Approval:
Date:

Signature: _____

Signature: _____