



Information Technology Supervisor

Purpose of the role:

Under direction, supervises, assigns and reviews the work of staff responsible for the maintenance of the City-wide data communication networks; supervises and coordinates projects for data networks including building and maintaining network infrastructures, providing internet access, installing and implementing e-mail systems, training staff in network computing functions, problem solving data accessing for departments and overseeing security to systems; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

Distinguishing Characteristics:

The Information Technology Supervisor assumes responsibility for supervising and overseeing the work of a section or unit within the department. Incumbents in this class supervise, assign work to and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Information Technology Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of information systems staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing information systems services; identifies resource needs; re-vIEWS needs with appropriate management staff; allocates resources accordingly.

- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitor and approves expenditures; recommends budgetary adjustments as necessary.
- Analyzes network functions and systems to determine the feasibility and application of network data communications technologies and appropriate alternatives for network systems; responds to and resolves inquiries and requests made relative to network and PC systems by end-users.
- Oversees personal computer operations; analyzes department functions and systems requirements to determine the feasibility and application of information systems technologies; analyzes user specifications and participates in the analysis and design of systems enhancements or the evaluation of software packages appropriate to meet user needs.
- Analyzes problems related to the common use of data and develops compatible systems.
- Evaluates, implements and maintains new network software applications; implements new applications purchased from third-party vendors and assists in user training; compiles, integrates, and analyzes information gathered from users to select or upgrade networks; designs and creates ad-hoc reports.
- Acts as security officer for the City's network computer systems; establishes and maintains appropriate security levels for all users, hardware and software on the system.
- Performs system management duties including monitoring internet and e-mail use, disk and hardware maintenance and clean-up.
- Identifies network data communication requirements and related programs; analyzes automation functions for City departments; prepares activity and progress reports regarding project activities.
- Oversees the purchasing and inventory of network and PC equipment, resource materials and related equipment.
- Maintains current knowledge of new trends and innovations in the field of information systems; attends and participates in professional group meetings; participates in professional development activities.
- Performs related duties as required.



The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of an information systems program.
- Principles and practices of data communication.
- Methods and techniques of implementing network systems for business applications, including analyzing network system hardware and software, communication capabilities for local and wide area networking.
- Principles of supervision, training, and performance evaluation.
- Novell or NT network operating systems, installation, administration and maintenance.
- Methods and techniques used in the design and operation of management information systems for data communication networks.
- Groupware applications including e-mail systems, project planning, prioritizing and scheduling techniques.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

***Desired
Minimum
Qualifications:***

Ability to:

- Supervise, coordinate and direct information system operations and maintenance programs.
- Select, train, supervise, organize, and review the work of assigned staff involved in the development and maintenance of City-side information systems.
- Recommend and implement goals, objectives, policies and procedures for providing information systems maintenance services.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Analyze and define user problems and requirements, network systems and PC problems and develop efficient, cost-effective computer applications solutions.
- Conduct information systems and procedures analysis and feasibility studies.
- Plan and manage user training courses.
- Troubleshoot hardware and software problems and make recommended modifications.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, concise, and comprehensive reports.
- Work under changing and intensive deadlines with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Customer-Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

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

Education:

A Bachelor's degree from an accredited college or university with major course work in computer science, management information systems or a closely related field.

**Education and
Experience
Guidelines:**

Experience:

Six years of progressively responsible experience in PC network administration, and/or data communications analysis and design including one year of lead supervisory responsibility.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City officials and employees.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties*

performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: