



Career Service Authority

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Information Technology Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises either professional information technology staff supporting multiple environments, applications, and/or operating systems through software development and/or network/system administration or manages the entire information technology function in an agency or independent division.

DISTINGUISHING CHARACTERISTICS

The IT Supervisor is distinguished from the *IT Technician Supervisor*, which performs supervision over non-professional IT technical staff involved in communications, help desk, desktop, or legacy system support.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more professional information technology employees who do not supervise.

ESSENTIAL DUTIES

Supervises professional information technology staff to ensure accomplishment of assigned duties and responsibilities through delegation of work, priority determination and work review.

Develops contingency plans to cover various systems failure scenarios and applications software systems recovery and restoration procedures.

Performs project management for unit or function, which may include responsibility for contact and/or other personnel.

Consults with supervisor and others to help determine the unit's information technology goals.

Develops the Performance Evaluation Program (PEP) for functions within the unit, monitors and documents employee performance, provides on-going feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training and other approaches to provide opportunities for staff flexibility and development.

Evaluates new network system hardware configurations, installations, software, and vendor packages for items such as feasibility, user compatibility, performance, cost, making purchase recommendations based upon those results and may also negotiate contracts.

Approves plans developed by subordinates for installation of computer operating systems, hardware, software and network systems, and resolves complaints about software and/or networks that cannot be resolved by subordinates.

Assists supervisor with or develops the budget for unit or section.

Interviews and selects staff reporting directly to this position and assists with other interviews as assigned.

Assists with or develops, recommends and coordinates the implementation of new standards, policies, and procedures for the assigned unit or function.

Initiates and recommends disciplinary action for employee as necessary.

By position, may perform system/network administration and/or software development.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Oral Communication – Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentations; listens to others; facilitates an open exchange of ideas.

Problem Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Leadership – Inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise; maintains credibility with others on technical matters.

Flexibility – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with pressure and ambiguity.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings, and capabilities of others; adjusts approaches to suit different people and situations.

Decisiveness – Makes sound and well-informed decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

Conflict Management – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Client Orientation – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Team Building – Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority; develops lower levels of leadership, pushing authority down and out throughout the organization; shares rewards with staff; ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

Influencing/Negotiating – Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable situations; builds consensus through give and take.

Planning and Evaluating – Determines objectives and strategies; coordinates with other parts of the organization to accomplish goals; monitors and evaluates the progress and outcomes of operational plans; anticipates potential threats or opportunities.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce; manages workforce diversity.

Knowledge of technical equipment and software sufficient to be able to evaluate and recommend purchases and installation.

Knowledge of information technology sufficient to be able to perform administration and/or development duties.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Repetitive Motions: making frequent movement with a part of the body.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: Ability to distinguish and identify different colors.

Working Environment:

Subject to many interruptions.

Subject to long irregular hours.

Pressure due to multiple calls and inquiries.

Education Requirement:

Bachelor degree in Computer Science, Information Systems, Business Administration, Mathematics, or a directly related field.

Experience Requirement:

Three years of professional information technology experience including at least one year at the senior level.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

Completion of the Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 12/16/2000

ESTABLISHED BY: Jim Servold

REVISED DATE: 05/10/2010

REVISED BY: Melissa Fisher

CLASS HISTORY 5/2010 - The class spec was updated to the new format.