



Career Service Authority

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Information Technology Technician Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervision over non-professional Information Technology (IT) technical staff involved in communications, help desk, desktop, or legacy system support.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other supervisory classes by its specific responsibility for supervising non-professional Information Technology staff. The class is specifically distinguished from Information Technology Supervisor which supervises professional IT staff. This class is also distinguished by the following characteristics.

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

Level of Supervision Exercised:

Supervises two or more non-professional Information Technology staff who do not supervise.

ESSENTIAL DUTIES

Supervises non-professional technical staff to ensure accomplishment of assigned duties and responsibilities. Provides work instruction and assists employees with difficult and unusual assignments and situations.

Performs professional level work on special projects and performs technical level work such as help desk, desktop support, or communications functions when necessary.

Develops performance enhancement plans, documents performance, provides performance feedback and formally evaluates the work of employees.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules.

Assigns and distributes work, reviews work for accuracy and completeness and makes recommendations for proper completion.

Interviews and selects staff reporting directly to this position; contributes to the establishment of organizational policy regarding employee selection.

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.

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

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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

Customer Service - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

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

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

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

Knowledge of the principles of project management sufficient to be able to manage projects.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in applying the principles of staff development to provide staff training and cross training.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

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

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

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

Fingering: picking, pinching, or otherwise working with fingers.

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

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

May be subject to frequent interruptions.
Pressure due to multiple calls or inquiries.

Education Requirement:

Baccalaureate degree in an Information Technology related field.

Experience Requirement:

Three years of intermediate level or higher Information Technology experience in the functional area to be supervised.

Education/Experience Equivalency:

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

Licensure and/or Certification:

By position, appropriate Information Technology Certification required.
Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 03/01/03

ESTABLISHED BY: Linda Wasserman, Tony Gautier

REVISED DATE:

REVISED BY:

CLASS HISTORY

The following classes were considered in development of this class specification as part of a maintenance study.
Telecommunications Supervisor
Computer Operations Supervisor
Information Technology Supervisor