



Office of Human Resources
IT Technician Supervisor - CI1661
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General Statement of 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.

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 goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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

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.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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.

Level of Supervision Exercised

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

Education Requirement

Associate's Degree in Information Technology or a related field.

Experience Requirement

Five (5) years of intermediate level or higher Information Technology experience in the functional area to be supervised.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, appropriate Information Technology Certification required.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Handles absentee replacement on short notice.
Occasional pressure due to multiple calls and inquiries.

Pressure due to multiple calls and inquiries.
 Subject to long, irregular hours.
 Subject to many interruptions.
 Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Agility: Ability to move quickly and easily.
 Balancing: Maintaining equilibrium.
 Carrying: Transporting or moving an object.
 Color vision: Ability to distinguish and identify different colors.
 Crawling: Moving about in a low or crouched position.
 Crouching: Positioning body downward and forward.
 Depth Perception: Ability to judge distances and space relationships.
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
 Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
 Field of Vision: Ability to sharply detect or perceive objects peripherally.
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
 Fingering: Picking and pinching, through use of fingers or otherwise.
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
 Hearing: Perceiving and comprehending the nature and direction of sounds.
 Kneeling: Assuming a lowered position.
 Lifting: Moving objects weighing no more than 10 pounds from one level to another.
 Neck Flexion: Perceiving objects located above or below.
 Oral Comprehension: Ability to discern the meaning of oral speech.
 Pulling: Exerting force upon an object so that it is moving to the person.
 Pushing: Exerting force upon an object so that it moves away from the person.
 Reaching: Extending the hands and arms or other device in any direction.
 Repetitive motions: Making frequent or continuous movements.
 Sitting: Remaining in a stationary position.
 Standing: Remaining in a stationary position.
 Stooping: Positioning oneself low to the ground.
 Talking: Communicating ideas or exchanging information.
 Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
 Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
 Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
 Walking: Ability to move or traverse from one location to another.
 Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
 Education Check
 Employment Verification
 By position, Motor Vehicle Record
 By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/30/2023

Revised By: JH

Class History: 2/14/21- Revised education, experience, and equivalency statement.

7/30/2023 – Revised licensure & certification and background checks.