

INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under direction, plans, schedules, assigns, reviews, and supervises the work of staff responsible for the planning, design, implementation, and day-to-day operations and maintenance of information technology infrastructure, applications, and systems; coordinates assigned programs with other District departments; provides complex staff assistance to the Director of Information Technology; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Information Technology. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level classification that exercises independent judgment related to information technology programs, projects, and activities with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing professional support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. This class is distinguished from the Director of Information Technology in that the latter is a department director class with responsibility for managing the Information Technology and Operational Technology Departments.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the assigned work unit(s); identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes and reviews with appropriate management staff; implements improvements.
- Coordinates assigned programs and projects with those of other departments and outside agencies.
- Participates in annual budget preparation; identifies resource needs and prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Supervises and participates in the planning, coordination, installation, design, implementation, testing, and maintenance of department-specific and Town-wide databases, directories, and applications.
- Supervises and performs difficult or complex technical support in the installation,

configuration, maintenance, and upgrade of computers, mobile devices, radio and communication systems and equipment, server infrastructure, network hardware, software, peripherals, and related equipment.

- Ensures the functionality, operational stability, and security of network, server, and data storage systems.
- Supervises the development, implementation, and support of the District's GIS database, infrastructure, and applications.
- Reviews and approves systems development and enhancement plans; researches and analyzes system performance metrics and data and various technology solutions; documents findings, makes recommendations, and prepares and presents reports.
- Develops, implements, and monitors the testing process of information systems to ensure performance is in accordance with design specifications and is consistent with user needs; determines and implements appropriate testing environment parameters; reviews results and prepares modifications as needed.
- Supervises the implementation, maintenance, and enforcement of Districtwide information technology security program including security awareness, risk assessment and mitigation, compliance monitoring, and disaster recovery.
- Serves as project manager for assigned projects, including overseeing project progress and reporting, assigning and delegating assignments to staff, gathering user and systems requirements, working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.
- Works collaboratively with District users and management to evaluate the impact of state and federal regulations on information systems and develop systems and/or procedural modifications to ensure compliance with regulations.
- Provides staff assistance to the Director of Information Technology; researches, analyzes, summarizes, and interprets data from various sources; prepares various reports, correspondence, and other documents.
- Attends meetings, conferences, workshops, and training sessions and reviews publications to remain current on principles, practices, technologies, regulations, and new developments and changes in the field of information technology programs; implements policy and procedural changes after approval.
- Answers questions and provides information to the public and other agencies; investigates and responds to complaints and inquiries; recommends corrective actions to resolve issues.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols; attends safety meetings, as required; reports all accidents, violations, or infractions to the manager.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget administration.
- Operations, services, and activities of integrated information technology systems.

- Principles, practices, equipment and protocols for the planning, installation, operation, and monitoring of data communications, networks, hardware and software, server, security, and associated equipment and devices.
- Methods and techniques of evaluating business need requirements to provide technology solutions.
- Principles, methods, and techniques used in designing, developing, testing, and implementing information technology applications, systems, and security.
- Technology, hardware and software, tools, and applications related to GIS systems, including database management, geodatabase design, cloud computing, mapping and report generation, and desktop publishing systems.
- Data management theory, principles, and practices and their application to GIS services and programs.
- Principles and practices of system integration for operability across diverse platforms and technologies.
- Record keeping and filing system methods, principles, and practices.
- Principles and practices of business correspondence and technical report preparation.
- Applicable federal, state, and local laws, codes, and ordinances and District policies and procedures relevant to area(s) of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Supervise and perform professional support to a diverse range of technology systems, hardware, and software.
- Supervise technical support functions in the evaluation, configuration, troubleshooting, and maintenance of the GIS infrastructure and related equipment.
- Understand multiple enterprise infrastructure, applications, and systems and their purpose within the District's technology programs.
- Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Lead the design, development, testing, and implementation of new applications, infrastructure, and systems.
- Monitor information technology operational effectiveness, reliability, and security vulnerability; implement approved measures to ensure integrity and security of data, applications, infrastructure, and systems.
- Integrate technology solutions across multiple platforms.
- Work with end users to develop enhanced applications and systems for business process automation.
- Supervise the preparation of clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Establish and supervise the maintenance of a variety of filing, record keeping, and tracking systems.

- Independently organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Meet deadlines in a fast paced and changing environment; handle multiple assignments simultaneously.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, engineering, or a related field.

Experience:

- Six (6) years of increasingly responsible experience providing professional level support in the administration of a comprehensive information technology program including two (2) years of lead or supervisory experience.

Licenses and Certifications:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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.

ENVIRONMENT

Standard office setting.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.