

INFORMATION TECHNOLOGY SUPERVISOR

Supervise and coordinate the staff of the Field Services section of the Network and Operations Division. Coordinate the installation and maintenance of data processing software and hardware. Develop short- and long-range plans addressing section projects, budget, and staffing needs. Oversee the installation and general maintenance of the County and City's LAN/WAN environment. Provide field support for PC users.

CLASSIFICATION DISTINCTIONS

The Information Technology Supervisor has direct supervisory responsibility over Network Communications Specialists and Technical Support Specialists. Incumbents in this classification focus on the overall coordination of hardware and software support required to ensure a smooth flow of information for the County and the City.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Assign, schedule, and supervise the daily activities of staff responsible for installing and maintaining extensive state-of-the-art internal network systems for the County and City.
- Provide first-line supervisory accountability for resolution of network or PC failures or problems.
- Assign, schedule, and supervise the daily activities of staff responsible for providing direct and remote assistance to PC customers, and performing specific network maintenance and administration duties.
- Select, train, motivate, and evaluate assigned staff. Provide or coordinate staff training. Work with employees to correct deficiencies. Implement discipline and termination procedures.
- Participate in developing short-and long-term goals for technical services. Evaluate current trends in the industry and determine feasibility for use. Develop and present recommendations.
- Communicate with customers on project status and appropriate maintenance or installation timelines.
- Work with vendors and contract personnel in defining and performing routine contracted work.

- Perform related duties as assigned.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in Computer Science, Data Processing, Business Administration, Public Administration, or related field. Minimum five years' professional experience in a data processing PC Support or Network Services position. Demonstrated direct supervisory experience required.

Or any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

Knowledge of current supervisory practices and techniques; advanced principles of data processing and computer science; PC hardware and software systems both as standalone devices and as part of a LAN/WAN environment; current LAN/WAN technologies and their practical application.

Ability to supervise and direct the activities of a multi-disciplinary data processing staff; identify problems and issues and develop effective solutions; evaluate current PC and network technology and determine compatibility with existing systems; work on multiple projects with varying complexity simultaneously; recommend the purchase of hardware, software, and related computer supplies; read and interpret complex systems information; train and mentor staff; lead and assist interdepartmental committees on a variety of projects; communicate clearly and concisely, orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in an office environment with frequent travel between County and City facilities or to attend meetings required. Work requires the ability to bend, crawl, climb, stoop, and work in a variety of settings in supporting staff in the installation, repair, and maintenance of hardware and software. Incumbents may be required to lift and/or carry hardware, manuals, or tools that weigh up to 50 pounds.

Office use: 6/22/00