



INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under general direction, plans, supervises, organizes, coordinates, and reviews the work of staff responsible for the planning, design, and implementation of County-wide technology programs and services; implements division priorities, goals, and objectives; monitors and evaluates service delivery models and recommends changes; performs professional, analytical duties in support of County technology programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management personnel. Exercises direct supervision over technical, paraprofessional, and professional staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification in the Information Technology class series, responsible for assisting management in the development and implementation of technology systems. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work and day-to-day activities and functions of assigned technical, paraprofessional, and professional staff for timely delivery of technology services to County clients, and for performing professional-level analytical technology duties. Performance of the work requires the use of considerable independence, initiative, and discretion.

This class is distinguished from the Deputy Director of Information Technologies in that the latter has division management responsibilities within the Information Technologies Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the planning, design, and implementation of County-wide technology programs and services.
- Selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards; prepares and delivers performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns; works with department management and staff to build and maintain a high performing team environment.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies and recommends opportunities for improvement; implements approved changes.
- Trains staff in work and safety procedures and in the operation and use of technology equipment; assesses individual staff training needs and recommends courses or programs to meet those needs; implements training procedures and standards.
- Recommends and participates in the development and implementation of technology related protocols, policies, procedures, and operating standards.
- Provides leadership and analytical support to the County-wide technology programs in diverse capacities ranging from highly complex user support to technology system development, implementation, and administration.

- Provides technical consultation and guidance to staff members on the resolution of complex system and user issues; works with staff to ensure that status updates, recommended solutions, cost impacts, and anticipated dates of resolution are submitted to clients in a timely manner.
- Participates in the development and administration of the budget in assigned program areas; provides information used to develop budget expenditure expectations; monitors expenses relative to budgeted amounts and works with management on variances.
- Coordinates responses to critical system outages or failures among multiple systems; confers with, and directs staff in resolving issues, or confers with management on resolution options.
- Coordinates the allocation of staff resources to respond to security incidents; assists security staff in identifying the extent and impact of security incidents on systems and data; assists in implementing containment measures; assesses assigned technology area for potential exposure to risk and provides recommendations to mitigate risk; documents security related actions.
- Monitors systems, through multiple devices, to evaluate their reliability, conformance to performance metrics, and overall availability; identifies system deficiencies or additional resource requirements and makes recommendations on resolution of same.
- Prepares technical documentation for assigned technology program areas; updates as needed.
- Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies which would improve the department's operational effectiveness or services to client departments.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including planning and assigning work, performance review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles and practices, including goal setting and program development and implementation.
- Advanced operations, services, and activities of integrated information technology systems.
- Correlations across integrated technology services, including operating systems, server management, and network/communications.
- Advanced principles and practices of enterprise infrastructure and architecture, and associated components.
- Industry best practices of information technology management and control.
- Advanced operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Advanced methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.
- Advanced methods and techniques of evaluating system effectiveness and responding accordingly.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving hardware and software, and network/telecommunication system issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data in networked systems.
- Methods and techniques of conducting research.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

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.
- Participate in the development and implementation of goals, objectives, practices, policies, procedures, protocols, and work standards.
- Plan, implement, and evaluate the effectiveness of assigned technology programs.
- Provide advanced professional support to a diverse range of the County's technology programs.
- Perform complex duties in the installation, configuration, administration, and maintenance of technology systems hardware and software in assigned program areas.
- Supervise the design, development, testing, and implementation of new technology systems.
- Evaluate, research, and diagnose complex user issues and recommend solutions.
- Ensure systems operational effectiveness and reliability; identify security vulnerability and direct the appropriate response.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise technical documentation.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework information technology, computer science, or a closely related field; possession of one or more approved nationally recognized industry specific technology certifications may be substituted for some or all of the education;

AND

Four (4) years of professional experience providing analytical support to information technology enterprise systems in assigned program area, including at least one (1) year in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. Must be able to pass a thorough background investigation.