

# INFORMATION TECHNOLOGY SUPERVISOR

Approved: March 2017

FLSA: Exempt

Unit: AFSCME



<b>Definition</b>
Under general direction, supervises, develops, and directs the work of the City's Information Technology Specialists; analyzes, designs, maintains, and modifies City-wide and/or interdepartmental enterprise software applications; designs, analyzes, configures, and manages the City's network and server infrastructure; implements upgrades for mission critical systems; plans, coordinates, and manages information technology projects through project life cycle; consults with users, gathers data, analyzes and evaluates system requirements, and modifies systems; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Information Technology Manager or assigned manager. Exercises direct supervision over technical staff and provides technical and functional direction to contractors and other temporary staff.
<b>Class characteristics</b>
<p>This is a senior-level class that requires specialized skills and has supervisory responsibility for assigned technical staff. In addition to supervising, this class is responsible for analysis, design, engineering, customization, and management of City-wide and/or interdepartmental enterprise software applications and network and server infrastructure, as well as oversight of complex information technology services projects. Incumbents frequently solve problems or establish process redesign improvements requiring analysis of unique issues or problems without precedent and/or structure and formulate and present strategies and recommendations to management. Positions at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgement, tact, and initiative.</p> <p>This classification is distinguished from the Enterprise Applications Support Specialist in that the latter is a functional expert in enterprise software applications systems while the IT Supervisor installs, maintains, and troubleshoots the City's computer hardware, network, and telecommunications systems; has direct supervisory responsibility for assigned technical staff; and assists in enterprise software applications. It is further distinguished from the Information Technology Manager in that the latter has full management and supervisory authority in planning, organizing, and directing the full scope of information technology operations within the City.</p>
<b>Examples of typical job functions (illustrative only)</b>
<p>Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.</p> <ul style="list-style-type: none"><li>• Analyzes, designs, customizes, and manages City-wide and interdepartmental enterprise software applications; reviews, analyzes, streamlines, and documents business processes and relates them to application software capabilities.</li><li>• Designs, analyzes, implements, and manages City-wide physical and virtual network and server infrastructure and data storage systems to accommodate City needs and comply with information technology services policies, regulations, and guidelines; ensures the functionality and operational stability of network and server infrastructure and systems.</li><li>• Monitors and analyzes network and server performance; reviews system event/audit logs; detects problems and identifies inefficient use of resources; conducts root cause analysis and recommends solutions; conducts capacity planning.</li><li>• Assesses business process technologies and architecture at system and component levels to determine possible security risks and exposure; performs network and server infrastructure security assessments and reviews; implements solutions to mitigate risks.</li><li>• Designs, configures, and implements disaster recovery and backup solutions and procedures.</li><li>• Interviews, analyzes, and documents end user work processes and infrastructure and system requirements; conducts technical reviews; develops or refines specifications; designs, recommends, implements, and evaluates upgrades, expansions, and solutions.</li><li>• Develops and recommends comprehensive standards, policies, and procedures pertaining to network and server operations and security.</li><li>• Individually or as the team leader, manages systems and infrastructure research, development, conversion, installation, and maintenance projects through entire project life cycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.</li><li>• Plans, organizes, and defines project requirements, methods, and end objectives in consultation with end users; performs risk assessments; develops concept documents, impact analyses, stakeholder analyses, and draft</li></ul>

process documentation; coordinates project activities with team members, other information technology services staff, user representatives, and outside vendors.

- Develops project budgets, service level agreements, and schedules; monitors project progress and ensures project goals and agreement requirements are met.
- Develops consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates.
- Facilitates and conducts business process redesign or technical design sessions and/or focus groups for design and implementation of new processes or systems.
- Stays abreast of new trends and innovations in technology related to systems, networks, and servers; researches, recommends, and evaluates vendor solutions and technologies; implements improvements upon approval.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs and advises on best practices.
- Performs other duties as assigned.

### Qualifications

#### Knowledge of

- Modern principles and practices of designing, engineering, installing, configuring, maintaining, troubleshooting, and monitoring application, network, and server systems and infrastructure.
- Physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices.
- Principles and practices of information systems security.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Principles of contract administration and vendor relationship management.
- Various information technology platforms, operating systems, and software packages including word processing, spreadsheet, SQL database and database management, and reporting tools.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Recent and on-going developments, current literature, and sources of information related to assigned programs.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Perform analyses of application, network, and server requirements and needs; identify, evaluate, and solve problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Code, configure, manage, and maintain assigned application(s) and integrate to meet business needs with or without vendor support.
- Perform specialized and technical support functions in the design, analysis, engineering, implementation, and management of network and server infrastructure, storage, and security.
- Plan and manage application, network, and server systems and infrastructure development, enhancement, and maintenance projects.
- Lead design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Identify, research, and recommend cost-effective technical system and infrastructure improvements.
- Prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Establish and maintain a variety of filing, record keeping, and tracking systems.

- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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:

- Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science or a related field.
- Five (5) years of increasingly responsible network and server infrastructure design and management, systems analysis, and related experience.

**Licenses and certifications**

- None

**Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; 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 30 pounds with the use of proper equipment.

**Environmental elements**

Employees work in an office environment with moderate 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.