



INFORMATION TECHNOLOGY SYSTEMS SUPERVISOR

DEFINITION

Under direction of the Information Technology (IT) Manager, provides direct ongoing supervision to assigned staff, and may serve as the technical authority for one or more related IT specialties or major systems requiring a dedicated internal position to support assigned staff, plans, oversees, and controls timeliness, work processes, and deliverables associated with assigned computer applications and systems; provides technical leadership and direction and assumes technical responsibilities for the completions of major IT projects; performs a variety of IT Systems professional level duties including user and IT computer applications, operating systems, databases, networks, and department operations and other related work, as required.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level class in the Information Systems Analyst classification series, reporting to the IT Manager. Positions in this class are required to have a high degree of expertise in all procedures related to IT-assigned work areas (i.e., operating systems, hardware, computer applications, networking, and databases). Successful performance of the work requires both a high degree of technical knowledge and skill as well as program oversight skills and the ability to communicate with a variety of technical staff and non-technical users. This class is distinguished from others in the series by the first-line supervisory level of responsibilities and duties including the selection, assignment, training and performance correction and evaluation of lower level Information Systems Analysts.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Plans, organizes, coordinates, assigns, schedules and directs IT staff work in the maintenance, implementation and administration of personal computers/mobile devices, laptops, printers/copiers, and other , printer/copier, and supported IT equipment;

- Assists Information Technology (IT) Manager with design, implementation and support of information systems including database administration network development, administration and maintenance, management of enterprise applications programs, client services related to personal computer software, and/or business systems recovery and support;
- Reviews staff assignments for accuracy, service levels and timeliness;
- Assists the IT Manager to analyze, diagnose and resolve problems related to hardware, such as personal computers, servers, and network equipment; conducts tests on new or reconfigured equipment to ensure proper operation; resolve problems with vendors and/or contractors;
- Under the direction of IT Manager, serves as project manager on major complex systems, including network administration, GIS services and programs, quality assurance, database administration/management and data integrity and recovery;
- Confers with representative of user departments regarding information systems capabilities, the feasibility of developing specific information systems, and the determination of system requirements and modifications;
- Reviews, recommends and coordinates the proper release of software upgrades with IT Manager and departmental staff. Resolves complex systems problems in conjunction with other departmental staff;
- Perform and directs the investigation of system-related problems; assists users in resolving daily operational and/or technical problems; facilitates repairs for computer hardware and related peripherals;
- In collaboration with the IT Manager, evaluates and recommends vendor products and determines compatibility with existing system, monitors development in information systems; recommends procedural and equipment changes to ensure system updating; maintains application and data quality assurance;
- Reviews the work of assigned staff, performs performance evaluations, provides input into the selection and disciplinary decisions, trains and coaches staff in work procedures and ensures that staff obtain appropriate on-the-job of formal training;
- Establishes and maintains technical information service standards and that appropriate policies and procedures are followed by staff;
- Develops and maintains systems and user documentation and procedures; oversees the maintenance of records of all problems, solutions and resources used, prepares reports and

correspondence, and reports for computer applications, operating systems, databases, hardware and/or GIS programs;

- Works collaboratively with District staff to ensure objectives are achieved and assists with Enterprise Application program planning, management, evaluation and related administrative functions;
- Installs and maintains operating systems security, login procedures, backups and restores; ensures systems and data security;
- Coordinates and/or trains operations personnel and users in the use of application programs;
- Ensures employee compliance with applicable safety rules and regulations;
- Assists the IT Manager with supervising the work of the IT department in areas such as Cisco network infrastructure, Dell VxRail server and storage area network, Exchange email server, firewall security, internet, DNS, Microsoft Active Directory, SDWAN telecommunications, IT inventory management, data center disaster recovery, audio-visual communications systems, cyber security monitoring, and cyber security alert analysis. May also assist IT Manager with utility billing system, ERP, Geographic Information System (GIS), document management, and office productivity programs;
- Assists the IT Manager with preparing, reviewing and monitoring the department budget;
- Develops service and material contracts.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Advanced theories and applications of computer science;
- Advanced principles and practices used in Information Systems operations;
- Computer hardware and software components, such as hyperconvergence platforms, SAN configuration and operation, VMWare, SAP, and ESRI GIS;
- Advanced methods and techniques used in the installation, configuration, trouble shooting, and maintenance of Information Systems hardware and software; principles of network and intranet/internet design, configuration, operation;

- Principles and practices of information systems, including the skills required for the assigned work area, such as Enterprise Resource Planning (ERP), Network and Security Management or GIS map production, and database administration/management;
- Familiarity with SAP Basis Administration is a plus;
- Operational characteristics of a variety of computer platforms and operating systems;
- Principles and practices of supervision, training and performance management and evaluation;
- Expertise in multiple IT work assignment areas;
- Computer systems technology and vocabulary;
- Project management methods and techniques;
- High Availability Infrastructure methods and techniques;
- Advanced application development;
- Working knowledge of Windows OS, Microsoft Office products;
- Applicable laws, codes and practices legislation such as Freedom of Information Act and California Public Records Act;
- Quality assurance principles and practices;
- Systems security principles and practices.

Ability to:

- Manage complex IT systems implementation projects;
- Oversee, direct and coordinate the work of subordinates, correct performance and train assigned staff;
- Provide technical support for the maintenance of Information Systems hardware and software;
- Respond to and identify user needs and help determine resolutions;
- Detect, isolate, and help resolve complex application, operating system, database, hardware, or Enterprise database software (such as ERP,GIS), problems;
- Analyze and assess the technological needs of District departments;
- Recommend appropriate technology to meet client needs;
- Methods and techniques of system design, development and implementation;
- Use initiative independent judgment within general policy guidelines;
- Understand and carry out oral and written instructions and keep accurate records;

- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Act as liason and effectively represent the District in meetings with other departments, agencies, vendors, and contractors;
- Travel to off-site work locations and off-site meetings depending upon job assignment;
- Assist the IT Manager with preparing, reviewing and monitoring department budget;
- Develop and manage contracts for services and materials.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a four-year degree in computer science or related field; and,
- five years of increasingly responsible experience providing support of computer applications, operating systems, hardware, databases, and end users, with at least two years of which must include leading, assigning, directing or supervising the work of others.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.” (Ref: California Government Code, Title 1, Division 4, Chapter 8, Sections 3100 – 3109);
- Depending upon assignment, possession of a valid California driver’s license issued by the State Department of Motor Vehicles and satisfactory driving record;

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized

instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. The employee may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages or equipment weighing up to 10 to 25 pounds, occasionally lift 50 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to potential electrical shock and works in and around areas with major amount of dust. The position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: October 1, 2008,

Revised December 6, 2022

Approved by: Human Resources Manager