

INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

To plan, organize, direct and supervise technology operations within the Information Technology department; and to perform a variety of professional and technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a higher level manager.

Exercises direct supervision over assigned professional and technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for technology systems related to area of assignment; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in technology systems related to area of assignment.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Act as liaison to collaborate on City-wide technology solutions related to area of assignment.

Oversee, manage and implement complex technology projects related to area of assignment; assign project related activities to staff; manage timelines and budgets.

Answer questions and provide information to staff, management and others; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of information technology related to area of assignment.

Equipment, tools and materials used in information technology.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, state and federal laws, ordinances and rules.

Ability to:

Organize, implement and direct information technology operations/activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent federal, state, local, and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Work beyond normal business hours, attend evening meetings and/or perform weekend work, and the ability to travel.

Experience and Education

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

Experience:

Four years of increasingly responsible experience in information technology related to area of assignment; including one year providing technical and functional supervision over assigned staff.

Education:

Equivalent to a Bachelor's degree from an accredited college or university in information technology or a related field.

License and Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license.

ESTABLISHED: DECEMBER 2017

REVISED: FEBRUARY 2019

FLSA: EXEMPT