INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION OF SERIES:
This occupational series includes classes that perform professional information technology work for a department or for the County at-large.

DISTINGUISHING CHARACTERISTICS:
Information Technology Supervisor is first-line supervisory and administrative level professional information technology (IT) work.

MAJOR DUTIES:
Employees in this class supervise IT staff and/or contractors. The work involves assigning and reviewing work, planning, coordinating, overseeing and managing IT development, operations, infrastructure, performance, services, security and maintenance.

EXAMPLES OF DUTIES: (Illustrative Only)
- Plans, coordinates, administers and supervises the staff, operations and services of one or more IT units or sections.
- Supervises IT specialists, technicians and contractors working to resolve complex problems or maintain IT systems critical for delivery of County services and operations of County programs.
- Ensures that production schedules, problem incident tracking, issue and performance reporting and documentation, operations manuals and other artifacts are developed and updated.
- Sets the work schedules and the assignments, and ensures adequate personnel coverage of the unit including balancing shift work schedules, and weekend, holiday or emergency coverage.
- Coordinates the development and implementation of short- and long-range planning related to the unit(s), providing expert analysis and novel solutions for new IT technologies.
- Supports the County's overall technology systems, projects, objectives and programs.
- Coordinates planning, deployment and use of technology to ensure that technology can be used by multiple departments and makes recommendations to ensure that the County's IT investment continues to support the County's evolving IT needs now and in the future.
- Develops and/or revises processes, procedures, policies, controls and standards to help improve operations and services.
- Develops metrics and dashboards for operations management.
- Conducts requirements analysis and consultant studies for IT solutions.
- Develops and presents to senior management the budget estimates and human resources needs of the unit(s) to fulfill future IT planning and objectives.
- Produces studies for systems life cycle phases and detailed evaluations of technical deliverables produced in each of the phases.
- Meets with senior management, vendors, users, IT administrators and other stakeholders to discuss and resolve IT systems issues.

- Prepares and gives presentations to a wide range of audiences including senior managers, technical staff, end users, representatives and other stakeholders from organizations both inside and outside County government.
- Responds to inquiries and complaints from County stakeholders in a timely and professional manner.
- Determines best approaches for communicating and reporting problems and issues to County departments.
- Plans, manages and implements professional development for the unit(s)' staff.
- Performs related duties as required.

SUPERVISION EXERCISED: Employees in this classification supervise Information Technology Specialist and IT/administrative support positions.

GUIDELINES:
Guidelines governing the work include policy statements, IT security directives, personnel regulations, administrative procedures and other standard operations procedures and best practices applicable to the specific IT field. Employees typically encounter circumstances for which no established precedents or guides exist, and they must use considerable judgement in interpreting and developing procedures and policy recommendations to accomplish complex work objectives. The employee must use initiative and resourcefulness to deviate from existing methods and develop new methods, policies or technology solutions. The impact of the work is significant and affects County-wide operations, services and programs, including critical systems such as 911, 311 and ERP.

COMPLEXITY:
The complexity of the work is characterized by the need to analyze and resolve unusual and nonstandard issues where, in many cases, precedents are nonexistent; the need to provide expert analysis to devise, test and implement new and innovative solutions; the need to reconcile the overall needs and objectives of the County with the County's IT strategies, objectives and priorities; the need to integrate older technology with state-of-the-art technology; the need for extensive planning and coordination with multiple agencies and departments depending on the specific IT initiative or project; the need to be responsive to a wide and diverse range of customers, stakeholders and employees and the need to provide professional development opportunities and cultivate a strong complement of staff with the necessary IT skills to lead the County forward.

SCOPE AND EFFECT:
Employees in the class also apply an understanding of County departments' business systems and business processes. The work of the class is performed independently. Employees – who are considered authoritative regarding the IT systems/applications they oversee – establish deadlines, plan the work effort and conduct extensive investigation and analysis to identify potential problems, and determine solutions, procedures or approaches. The results of completed work are reviewed to ensure that broad program goals and objectives have been met. The work impacts the operation of data management, data analysis, communications, operational and/or administrative systems that support the activities of the department or the County Government at-large.

CONTACTS:
Contacts include other IT managers, specialists, technicians and other managers and staff across all County departments and agencies. Contacts also include representatives from other government

jurisdictions and from the private sector, and vendors. The contacts are for the purposes of persuading, advising, and presenting information having significant impact on the organizational unit; to coordinate efforts for research or planning purposes; to resolve important operational matters and problems and to explain technical information to a variety of audiences.

PUBLIC SERVICE /ASSISTANCE:
The work positions assigned to this class rarely involves providing public service/assistance.

HAZARDS:
Work is no significant hazards to an employee in the class. Employees use computer equipment; however, use of this equipment is not production oriented.

MINIMUM QUALIFICATIONS:
Experience: Six (6) years of professional experience in information technology directly related to the assignment of the position.
Education: Graduation from an accredited college or university with a Bachelor's degree in Computer Science or a related field. Specific certifications in one or more information technology area or specialty may be required depending on the duties of the position.
Equivalency: An equivalent combination of education and experience may be substituted.

Knowledge, Skills and Abilities:
Advanced-level knowledge of:
- Large enterprise IT domain/specialty, such as Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), strategic planning, Business Analysis, Systems Analysis, Business Intelligence/Data Warehousing, Database management, Open Data/Data Services, Video Engineering, Geographic Information Systems (GIS), WebGIS, Records Management Systems (RMS), Imaging systems, Open Data / Data Services, datacenters, optical communications systems, call center operations, and 24x7x365 operations.
- Enterprise Infrastructure including design, planning and evaluating, system integration, system management, Disaster Recovery, and Continuity of Operations Planning.
- Programming and application development and full life cycle support including Web & mobile Apps, open source and standard programming languages, application programming interfaces (APIs), Enterprise Services Bus (ESB), Internet / Intranet applications, middleware, scripting, integration, quality assurance, and web accessibility.
- Voice communications including private branch exchange (PBX) operations, voice over IP (VoIP), cloud PBX services, computer telephone integration (CTI), or radio communications.
- Cloud computing, including Software as a service (SaaS), Infrastructure as a service (IaaS), Platform as a Service (PaaS), integration with enterprise networks and directory services.
- Server management including systems management, virtualization, imaging, integration, patch management, vulnerability remediation, and technical support.
- Client device management including systems management, imaging, patch management, software distribution, vulnerability remediation, and technical support, PC lifecycle management, IT Help Desk.
- Network management including local area networks (LANs), wide area networks (WAN), passive optical networking (PON), broadband, wireless networks, virtual private networks (VPN), network

    security, Internet protocols, network operations center (NOC), and network monitoring systems (NMS).
- Information security including incident response, intrusion detection, Internet filtering, Information Privacy laws and regulations and other requirements (e.g. HIPAA, PCI, NACHA), and security awareness training.
- Directory management including identity management, access management, Active Directory (AD), open source directories, directory federation, single sign on (SSO), and directory name services (DNS).
- Project management and contract management including request for proposals (RFP), Task Order Management, contract administration, contract negotiation, and work breakdown structures.
- Knowledge of IT systems installation, integration, operations, administration, maintenance, security, troubleshooting, training, support, system documentation, configuration management, and change management to serve as an IT Supervisor.
- Knowledge of budgeting, procurement, contracting, licensing, personnel management and related administrative procedures to serve in a supervisory capacity on major components of large-scale information technology solutions.

Skill in
- IT project planning, design, implementation, acceptance testing and operational support.
- Diagnosing and resolving complex IT systems problems.
- Developing workflow diagrams in support of system analysis activities and functions.
- Developing effective presentations and delivering complex information to a range of audiences.
- Leading/supervising the work of IT specialists, technicians and contractors.
- Organizing work, set priorities, and determine and/or advocate for necessary resources and IT investment.
- Applying considerable and extensive knowledge of IT concepts, practices and methods to evaluate alternatives, solve technology problems, and make recommendations.
- Communicating effectively, both orally and in writing.

Ability to
- Keep pace with emerging trends and fast-evolving IT fields, domains and work areas.
- Make sound, well-informed, creative and objective decisions; perceive the impact and implications of decisions, and commit to action, even in uncertain situations, to accomplish organizational goals.
- Work with staff, clients and customers with courtesy and tact to meet their needs.
- Ability to attend meetings or perform other assignments at locations outside of the office, if necessary.

Licenses, Registrations, Certifications, or Special Requirements: None.

Work Environment:
The work environment involves normal, everyday discomforts or unpleasantness. The work area is adequately lighted, heated and ventilated.

Physical Demands:
The work requires ordinary physical effort to sit, walk, stand, bend, and reach or to carry light items. Employees may need to work at locations throughout the County, on certain shifts, evenings and weekends to accomplish work objectives.

PROBATIONARY PERIOD:
Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS: Positions assigned to this class are not part of the bargaining unit.

MEDICAL EXAM PROTOCOL: Medical History Review with Drug & Alcohol Screen.

Class Established: April 2017
Revised (Education): June 2019