

County of Orange
Class Code: 7952
Revised: 02-04-14
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INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Supervises a group of information technology (IT) staff in one of the following technology disciplines: Application Development, Network, Security, Database or General Technology Support; performs other related duties as assigned.

CLASS CHARACTERISTICS

This is a full supervisory-level class where incumbents work under general direction, and broad policies. Although incumbents may supervise a variety of professional, technical and/or other support staff, the preponderant responsibility assigned to positions in this class is to directly supervise the operations and staff within an information technology work unit.

EXAMPLES OF DUTIES

1. Supervises a group of technology professionals within an assigned technology work unit. Selects, trains and directs staff; schedules, assigns and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
2. Develops and recommends work unit goals, objectives, policies and procedures; maintains procedure manuals and other unit documentation; plans and prioritizes work strategies for self and subordinates; creates workflow processes; identifies and recommends staffing changes in response to workload requirements.
3. Assists in administering and monitoring departmental budgets; tracks and monitors expenses for assigned areas; researches costs for new hardware, software and other items and prepares reports and recommendations.
4. Designs, directs and oversees work unit quality assurance activities.
5. May manage complex technology projects requiring the support of multiple diverse staff and the procurement/utilization of specialized resources; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs project testing and quality assurance processes.

6. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
7. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Note: technology discipline-based knowledge and ability requirements may differ, and are subject to area of assignment.

Knowledge Of:

- Principles and practices of public administration; including, budgeting, staff development, customer service and human resource management.
- Principles and practices of supervision and leadership.
- Computer hardware and software systems similar to those being used by the hiring department, including business applications, operating systems, and network systems.
- Project management principles and techniques.
- Principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design principles.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Supervise a unit of subordinate employees who perform professional information technology work.
- Develop work plans and methods to ensure that assigned work areas are functioning in the most effective and efficient manner.
- Develop and maintain comprehensive procedures manuals and documentation.
- Assist with development and administration of the budget for the assigned unit.
- Perform professional level applications, systems and network analysis and administration duties.
- Coordinate and administer a variety of information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

Experience: Three years performing at a level that is comparable to an Orange County class of Senior IT Professional in a specific discipline;

Education: College level education or training directly related to the competencies and attributes required of the position may be substituted for up to one year of the required experience at the rate of three semester units or the equivalent, equaling one month of experience and one hour of training equaling one hour of experience. College level education or training beyond a bachelor's degree, which is directly related to the competencies and attributes required of the position, may be substituted for up to an additional year of required experience at the same rate identified above.

Special Requirements: Depending upon assignment, demonstrated professional level competency and/or certification pertaining to the information technologies used by the appointing department may be required.

ADDITIONAL REQUIREMENTS

Depending upon assignment, some positions in this class may require possession of a valid California driver's license, Class C or higher.

PHYSICAL AND MENTAL REQUIREMENTS

Frequent standing or sitting for extended periods; frequent walking; occasional driving may be required, depending upon assignment; infrequent pushing/pulling; infrequent bending, kneeling, squatting and crawling; infrequent lifting up to 25 pounds; constant use of good overall vision for reading/close up work; infrequent use of color perception and occasional eye/hand coordination; frequent repetitive motion from writing and using a computer keyboard; occasional grasping, holding and reaching; frequent hearing/talking to others on the telephone and in person; frequent decision making and concentration; occasional public contact; occasional working alone.

Additional physical/mental requirements or frequencies may be required, depending upon assignment.

ENVIRONMENTAL CONDITIONS

Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.