

JOB DESCRIPTION

Information Technology Supervisor 12-2014

MINIMUM QUALIFICATIONS:

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to achieve this is:

Bachelor's Degree or equivalent with major coursework in computer science, information systems management or related field; or completion of an accredited computer training school certification and/or certification as a Microsoft Certified Systems Engineer. AND at least five years of responsible experience in information systems and network administration experience.

Required Licenses or Certifications:

- Must possess a valid California Driver's License.

Required Knowledge of:

- City organization, operations, policies and procedures.
- Principles and practices of technology management, system development and systems integration.
- Principles and practices of network administration, system access, and security management guidelines.
- Administration and maintenance principles of network operating domains, relational databases, and windows-based software applications.
- Network hardware, software and peripheral equipment troubleshooting techniques.
- Communications technology, equipment and integrated applications.
- Techniques for efficient and cost effective management of technology resources.
- Working knowledge of the principles of administration and budget management.

Required Skill in:

- Analyzing IT issues, evaluating alternatives, and making logical recommendations based on findings.
- Analyzing needs of City departments and prioritizing solutions to meet their needs.
- Installing, configuring, testing, operating and maintaining computer and communications systems, peripheral equipment and devices.
- Analyzing equipment and system malfunctions, troubleshooting computers and software applications, and determining effective solutions.
- Solving technical problems involving integrated operating systems and hardware platforms.
- Identifying current and potential IT problems, and developing technical corrections and strategies to maximize the effectiveness of the systems.
- Using initiative and independent judgment within established procedural guidelines.
- Developing and administering Information Technology plans, policies, and procedures.
- Supervising staff, delegating tasks and authority, and coaching to improve staff performance.
- Assessing and prioritizing multiple tasks, projects and demands.
- Establishing and maintaining effective working relationships with co-workers.
- Effective verbal and written communication.

Physical Demands / Work Environment:

- Work is performed in a standard office environment.