

CLASS SPECIFICATION
INFORMATION SYSTEMS SUPERVISOR

PAY GRADE: 58
CLASS CODE: 30003072
EFFECTIVE: December 13, 2018

CLASSIFICATION SUMMARY

Reports to an Information Systems Manager, or other management-level position within the Bureau of Technology Services (BTS). Under general direction, plans, assigns, supervises, and evaluates the work of staff responsible for information or communication systems activities and operations, or the installation or maintenance of hardware and software.

Responsibilities include: implementing, monitoring, and reporting on specific organizational unit programs or activities; assisting in determining unit goals and standards; providing staff with supervision, direction, and support; planning, organizing, supervising, and evaluating the performance of the unit; implementing and monitoring practices designed to improve customer service; participating in preparation and administration of program or unit budget.

DISTINGUISHING CHARACTERISTICS

Information Systems Supervisor is a supervisory classification.

Information Systems Supervisor is distinguished from the Information Systems Manager series in that the former is responsible for directly supervising and assigning tasks to subordinate staff and the latter is responsible for managing organizational units and supervising subordinate supervisors and staff.

Information Systems Supervisor is distinguished from the Supervisor series in that the former exercises supervisory responsibilities over organizational units responsible for maintaining and operating information systems within BTS and requires specialized education, training, and/or experience.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Supervise information system services and activities; recruit, hire, plan, prioritize, assign, review, and participate in the work of staff; develop staff work schedules, deadlines, workflow, and methods; ensure staff meet standards of acceptable work.
2. Establish schedules and methods for providing information system services; identify resource needs, confer with management, and allocate resources.
3. Create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
4. Assist in the development and implementation of organizational unit goals, objectives, and tactical work plans for the implementation of information systems; implement, recommend improvements, monitor and evaluate program, projects, workflow, methods, processes, systems, procedures, and work products in accordance with BTS plans, budgets, and policies.

5. Participate in the development of performance requirements and personal development targets for staff; train and monitor performance; create a positive employee relations environment; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented; evaluate performance and complete annual performance reviews.
6. Oversee and participate in the planning, installation, implementation, and maintenance of computer system hardware, software, data management, and communications solutions; provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods, and techniques.
7. Perform the most technical and complex tasks of the unit including serving as project manager on information systems and applications development, support, and implementation projects; perform complex technical troubleshooting to resolve issues with software, hardware, and databases.
8. Prepare user manuals and procedures defining system requirements for data collection, system update, and inquiry activities; review documentation to ensure that system requirements are met.
9. Ensure program security compliance with federal, state, local, and industry laws, regulations, rules, and policies.
10. Participate in the preparation and administration of unit and program budget development, including forecasting resources needed for staffing, equipment, materials, and supplies; monitor budget to expenditures and recommend budget adjustments.
11. Review issues with unit policies, including participating in, overseeing, and approving policy updates, changes, and adjustments.
12. Assist in the development of policies and procedures; monitor work activities to ensure compliance with standards, policies, and procedures; provide recommendations for changes and improvements.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by an Information Systems Manager or other management-level position.

Directly supervises a minimum of four (4) employees.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of principles, practices, and techniques of systems analysis, information technology, database, and communications systems management, including application design, hardware and software applications, and equipment.
2. Knowledge of principles, practices, and techniques for building and managing an information technology or communication systems operation to meet the needs of a multi-disciplined public agency.
3. Knowledge of project management methods, tools, and techniques, including project cost accounting and project change management and control.
4. Knowledge of principles and standards of employee supervision, including training, scheduling, and performance evaluation.
5. Knowledge of fundamentals and methods of planning, organizing, and allocating work to subordinate staff.
6. Ability to install, test, and configure hardware and software application and programs.
7. Ability to perform advanced programming and database management duties.
8. Ability to effectively communicate, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
9. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.

10. Ability to establish and maintain effective working relationships with management, staff, and others encountered in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
11. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
12. Ability to analyze customer business, communication, and information technology needs, identify alternative technological approaches, and develop integrated, efficient, and cost-effective implementation plans.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in information technology, telecommunications, computer science, engineering, or related field;

AND

Experience: Five (5) years of information technology experience, including one (1) year in a supervisory, lead, or project management role.

Special Requirements and/or Qualifications:

None.

Preferred Qualifications:

Experience working for a public agency in a supervisory or project management role.

A professional certification or specialized training in information technology or communications.

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: