



May 2007
FLSA: EXEMPT

INFORMATION SYSTEMS SUPERVISOR

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the activities and operations of the Information Systems Division; coordinates assigned activities with other Town departments, divisions, outside agencies, and the general public; manages the effective use of the Town's computer and electronic office automation resources to improve organizational productivity, customer service, and public access to Town information; assists with the selection, development, and maintenance of Town business applications; assigns and reviews the work of staff; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Administrative Services Manager. Exercises general supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the information systems series that supervises the Town's information systems activities, including the administration and operation of computer equipment, development of user requirements, and needs analyses. Responsibilities include performing diverse, specialized technology work involving accountability and decision-making responsibility. The incumbent is accountable for accomplishing operational goals and within general policy guidelines. This class is distinguished from the Administrative Services Manager in that the latter has overall responsibility for all information systems programs and functions and for assisting in developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs departmental and Town-wide information systems analyses and recommends appropriate solutions for office automation, data processing, communications, and other electronic information systems; administers changes and adjustments to systems as needed.
- Prioritizes and allocates available resources including disks, terminals, and memory; reviews and evaluates software, hardware, and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Manages the operation and maintenance of the Town's wide area network (WAN) and local area networks (LANs).

- Plans and manages the installation of new organization-wide systems and applications; assists operating departments in planning, acquiring, and managing the installation of new systems and applications.
- Maintains an inventory of the Town's MIS resources.
- Provides high-quality internal customer service and performs technical support, installation, maintenance, and repair of computers and other information systems equipment.
- Attends and participates in professional group meetings; stay abreast of new trends and innovations in the field of information technology; research emerging products and enhancements and their applicability to Town needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Manages and executes special projects, such as technology upgrades for facilities that are being remodeled, etc.
- Assists in the implementation of information and telecommunication systems in accordance with Town policy and laws pertaining to privacy and system security.
- Manages disaster recovery plans and procedures.
- Assists in the day-to-day operations of the Town's technology needs; implements system upgrades; installs new and additional hardware and software as required; replaces, repairs, upgrades, and maintains system hardware and software; monitors and recommends improvement to operational performance and security; troubleshoots system problems; isolates the cause of system failures; maintains operational efficiency and load balancing of the systems.
- Monitors the performance of the system; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance.
- Performs diagnostic testing and analysis in troubleshooting and repair of voice network.
- Assists in developing and implementing backup policies and procedures; performs system backups.
- Ensures that the operational, environmental, and application software are kept up with current release levels.
- Conducts formal and informal training programs on the use and operation of various telecommunications and computer systems hardware and software.
- Designs, develops, and maintains websites and intranet sites.
- Develops and implements basic web applications and automated Information Technology.
- Identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff and implements improvements.
- Provides staff assistance to the Administrative Services Manager; prepares and presents reports and other necessary correspondence.
- Supports telecommunications, including telephone service at various sites, lease lines, landlines, and call and pager services.
- Develops justifications and recommendations for acquisition of computer hardware and software; prepares specifications for bid documents and evaluates proposals; reviews and evaluates contracts and proposals.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- Provides emergency response to reduce down time, correct errors, monitor vendor activity, off hours scheduled maintenance and system failures, or on as needed basis; may be required to wear a Town-supplied cell phone during on-duty and off-duty hours.
- Assists in developing, planning, implementing, and administering division goals objectives, policies and procedures, including a sound security policy and security measures; assists with the preparation and implementation of the Information Systems (IS) budget.
- Plans, organizes, assigns, supervises, and reviews the work of IS Technician.
- Assists with and performs a variety of personnel actions including selection of staff for IS and other functions.

- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and project management.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Information Technology systems, database management, policies and procedures, including computer networks, mini-computers, telecommunications, copiers, and other electronic office automation systems.
- Operating systems such as DOS, Novell, and Unix operating systems, local and wide area communications networks, and mini-computer applications.
- Organization and management practices as applied to the development, analysis, and evaluation of Information Technology programs, policies, and operational needs.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Modern and complex principles and practices of computer systems management, analysis, design, programming, and maintenance.
- Design, operations, properties, and capabilities of networks and network cabling.
- Various software packages including word processing, spreadsheet, data processing, graphics and desktop publishing applications, and programs.
- Principles of telecommunications, including basic telephone wiring and telephone configurations, database, data communication, and operating systems.
- Data management theory, principles, and practices and their application to a wide variety of services and programs.
- Applicable Federal, State, and local laws, codes, and regulations.
- Standard Website and Web Application development languages (e.g., HTML, DHTML, XML, Scripting, .NET, and JAVA).
- Research techniques, methods, and procedures.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Skill in:

- Analyze findings, make recommendations, and prepare reports; maintain organized and detailed records.
- Manage and monitor projects, on-time and within budget.
- Manage and coordinate the work of technical personnel.
- Select, supervise, train, and evaluate staff.

- Present technical information orally and in writing in a non-technical way for employees, community groups, and decision-makers.
- Implement comprehensive computer and telecommunications operations-related projects and training programs.
- Perform difficult telecommunications and computer information system operation, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Administer websites and web-based applications.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Monitor and support computer and telecommunications networks.
- Accurately evaluate and prioritize hardware and software requests.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records and reports.
- Respond to requests and inquiries from end-users.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to a four-year degree from an accredited college or university with major coursework in computer science, information technology, business administration, or a related field, and three (3) years of recent related responsible computer systems, systems analysis, network management, including supervisory experience.

License:

- Valid California class C driver's license with a satisfactory driving record and automobile insurance.
- Microsoft Certified System Engineer and Cisco Certified Network Professional.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments.