INFORMATION TECHNOLOGY SUPERVISOR

POSITION SUMMARY: Directs the activities of subordinate personnel to provide support for the City of Wyoming computer environment. The employee works within general methods and procedures, exercises considerable independent judgment to select the proper course of action and is required to monitor the work of subordinate Information Technology personnel to ensure conformance with established guidelines, methods, procedures and policies related to the Information Technology department. Exercises discretion and judgment in evaluating the technology needs of the user community; in planning, scheduling and developing solutions; and in working with administration, staff and other available resources to effectively meet the users' needs.

SUPERVISION RECEIVED: Work is performed under the direction of the Director of Information Technology.

SUPERVISION EXERCISED: Supervision is exercised over subordinate departmental personnel.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. The listing of particular examples of duties does not preclude the assignment of other tasks of related kind or character or of lesser skills. To perform this job successfully, an individual must be able to perform essential job functions satisfactorily.*

1. Manage the daily operation and maintenance of the computer network, applications, desktop environment and telephone system; includes responsibility and accountability for the help desk.

2. Serve as a liaison with other city departments, agencies, companies and businesses.

3. Coordinate activities by scheduling work assignments, setting priorities and directing the work of subordinate employees; evaluate and verify employee performance through the review of completed work assignments and work techniques; provide timely coaching and performance evaluations for subordinate employees; assist in the selection of IT personnel.

4. Identify employee development and training needs and ensure that training is obtained in a timely manner.

5. Assist the Director of Information Technology with the investigation of inquiries and/or complaints made by citizens, businesses, or other personnel; may include follow up on corrective actions and ensuring that replies are provided.

6. Assist the Director of Information Technology in the development of departmental organization, goals, programs, policies and procedures.

7. Maintain technical relationships with outside software vendors and contractors for the purpose of implementing and upgrading software and hardware as required.

8. Monitor and optimize all network resources to ensure reliable and efficient communications and analyze statistics and operational activity.

9. Manage the distribution and licensing of software.

10. Maintain a working knowledge of technological advances in computer hardware, software

and records management systems by reading periodicals, attending seminars and formal training.

11. Direct the performance of all functions required to prepare and install computers and related equipment including connections to the data communications network; direct the preparation and installation of network software; direct the diagnosis and resolution of network software problems.

12. Ensure proper labor relations and conditions of employment are maintained.

13. Perform cost/benefit analysis for hardware and software and recommend changes to Director of Information Technology as appropriate.

14. Perform in-depth systems analysis and development of complex, technical or sensitive projects that impact City of Wyoming systems; work with individual departments to address unique software and hardware requirements.

15. Participate in the preparation and administration of operational budget and oversees contracting, purchasing, and inventory activities in accordance with established budgetary and purchasing policies and procedures.

16. Author and enforce process and standards documentation.

17. Maintain records, prepare reports and compose correspondence relative to the work.

18. May assume duties/responsibilities in absence of Information Technology Director.

19. Perform related work appropriate to the classification as assigned/required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

A. A Bachelors Degree in Computer Science, Information Systems or a related field and a minimum of six to eight years responsible work experience in troubleshooting, installation of personal computers, computer application configuration, network design and implementation, training and/or help desk management; including supervisory experience; an equivalent combination of education, training and experience may substitute for the degree requirement.

B. Sound knowledge of the essential job functions specific to the Information Technology Specialist I, II and III positions.

C. Considerable knowledge of training and supervisory techniques. Demonstrates skill in planning, organizing, scheduling, direction and coordinating work activities.

D. Considerable knowledge of employee policies and procedures.

E. Has established effective and cooperative working relationships and uses tact, good judgment and resourcefulness when working with superiors, associates, subordinates, volunteer workers, other organizations, vendors and the public.

F. Proven ability to think strategically; learn about diverse City operations and processes; communicate effectively and maintain favorable public relations.

G. Possesses excellent organizational skills and an ability to approach problem solving in a logical and systematic manner.

H. Demonstrates competence in gathering and analyzing data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information. Communicates and presents information effectively; both in verbal and written manner to varied audiences.

I. Ability to work effectively within deadlines, under stress, and with changing work priorities.

J. Proven experience with project planning and management skills.

K. Possession of a valid Michigan motor vehicle operator's permit.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move items of moderate weight, such as computers/servers and peripherals.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

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