INFORMATION TECHNOLOGY SUPERVISOR

<u>DISTINGUISHING FEATURES OF THE CLASS</u>:

This is an administrative, technical, and supervisory position with responsibility for the direction, coordination and project management of work involving networking, system integration, and maintenance of related hardware and operating systems software. The work includes the study of various problems, different kinds of information sources, flow of information, adaptation of information for computer use and information output. This position reports to the Comptroller, and leeway is allowed for the exercise of independent judgment in carrying out details of the work. This position may supervise the work of subordinate employees and does related work as required.

<u>TYPICAL WORK ACTIVITIES:</u>

Maintain and develop the City's information system, including manage, upgrade and direct the installation, operation and maintenance of information technology hardware and software;

Administer and provide ongoing technical support and training for City staff;

Manage and coordinate implementation of all technology projects within the city;

Manage and maintain the security of all network files, assignment of network credentials, and backup of all network data;

Implement new applications, operating systems and hardware;

Establish new and revised department policies and operating procedures;

Oversee and participate in the installation and maintenance of hardware and software;

Participate in the planning and budgeting of IT functions;

Meet and consult with vendors, consultants and others regarding information technology needs ;

Create and maintain a variety of records and reports related to information technology;

Attend and participate in professional group meetings;

Maintain awareness of new trends and developments in the field of information technology, and incorporate new developments as appropriate;

May recommend work to an IT managed services provider

Supervise and provide direction to IT staff including but not limited to Technical Support Specialist

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of personal computer hardware and software, LAN hardware, software and peripheral equipment;

Thorough knowledge of the principles and practices of designing, installing, modifying and maintaining local area network hardware, software and peripheral equipment;

Working knowledge of city programs, priorities and initiatives as they relate to information technology;

Ability to analyze programs and services in need of computerization or automation;

Ability to design, install, update and maintain LAN hardware, software and peripheral equipment

Ability to diagnose hardware and software problems and devise a resolution for the problem;

Ability to communicate effectively both orally and in writing;

Ability to establish and maintain effective working relationships with others; and

Physical condition commensurate with the demands of the position

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's degree or higher in information systems management, computer science, information technology or closely related field and four (4) years of experience in network administration, information systems management or analyzing business processes for computerization of automation; or

(b) Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's degree or higher in information systems management, computer science, information technology or a closely related field and six (6) years of experience as defined in (a); or

(c) An equivalent combination of training and experience as defined by (a) and (b)