



Job Title	IT Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	9	Job Code	12710

Class Specification – IT Supervisor

Summary Statement:	
<p>The purpose of this position is to perform administrative work and supervise IT teams within a division of the IT department. Work may include but is not limited to directing schedules and activities for IT engineering, projects, and operations activities. This is accomplished by managing technical staff; developing technical and interpersonal abilities of staff; developing technical solutions; problem solving; hiring; mentoring and guidance; assigning, balancing, and prioritizing work assignments; ensuring the delivery of technical services so that expectations are met within areas of responsibility; and ensuring policies, processes and procedures are documented and followed. This position may also be required to ensure delivery of technical services by reviewing work of technical and skilled staff to ensure they meet the technical requirements, compliance to standards, processes, and procedures.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Lead and supervise the technical support staff (regular, vendors and contract employees) to ensure that customers are receiving the highest level of customer service possible and supporting the City. Responsible for planning, directing, coordinating, supervising, and reviewing technical and administrative work of assigned staff by developing and conducting performances evaluations for staff directly reporting to this position. Establishes performance objectives; evaluates work product, methods, and procedures; prepares performance plans with standards of performance guides and develops technical and skilled IT staff to enhance their professional growth.
25%	Support management reporting. Make fact-based decisions on staffing levels and service delivery. Track and manage requests to ensure timely delivery in accordance with current service level agreements thresholds. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures.
20%	Increase the effectiveness and efficiency of teams through daily functional improvements, increased coordination and communication with business customers and other IT teams, automation, and standardization of duties and documentation. Oversee troubleshooting of issues and provide timely resolutions to business



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	customers for supported platforms. Ensure teams comply with required governance. Ensure activities are consistent with the strategic direction of the department.
20%	Build successful teams utilizing internal and external resources, establish appropriate staffing levels to meet or exceed service level agreements and quality standards. Establish and maintain collaborative working partnerships with external support vendors. Manage technology vendors that are providing services and products within area of responsibility. Identify and address performance issues with vendors. Establish and maintain collaborative working partnerships with City departments. Ensure effective communication to users related to engineering and operations service changes. Hire and mentor staff; provides and coordinates training.

Competencies Required:	
Human Collaboration Skills:	Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Reading:	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Math:	Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.
Writing:	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Technical Skills Required:	
Advanced Skills and Knowledge:	Work requires advanced skills and knowledge in approaches and systems, which affect the solution selection, requirements gathering, design, scheduling, implementation and troubleshooting of major information system programs and/or processes organization wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.



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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor’s degree from an accredited college or university with major coursework in information technology, computer science, or a related field.

Experience: Five years of full-time professional information technology experience including two years of supervisory responsibility.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.	
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Supervision Exercised: Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received: Receives Administrative Direction: The employee normally performs the duty assignments within broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility: This position performs research for documents, compiles data for reports and has responsibility for monitoring budget/fiscal expenditures (typically nondiscretionary expenditures) for a work unit of less than department size (programs, activities, projects, or small organizational units) or responsibility for fiscal management of capital project(s).



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Physical Demands: Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2022