



TITLE: INFORMATION SYSTEMS SUPERVISOR

FLSA: Non-Exempt

BOARD APPROVED: May ____, 2018

BARGAINING UNIT: Misc.

DEFINITION

Under limited supervision, the Information Systems Supervisor plans, directs, evaluates, and participates in the work of an Information Technology unit responsible for designing, overseeing and coordinating a Department's automation system and services; and performs related work as required.

The Information Systems Supervisor is the first-level supervisory class in the Information Systems Analyst series. Positions in this class differ from those in the class of Information Systems Analyst II in that incumbents in the latter class do not supervise technical staff and/or other analysts.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over assigned staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Supervises, plans, assigns and reviews the work of a unit of professional and/or technical information systems staff and clerical support staff; sets job standards and evaluates job performance; provides technical assistance and guidance.
- Evaluates and plans for the information system needs of the department and prepares budget for information system projects. Provides recommendations and writes justifications for system upgrades and purchases of new hardware/software to department management.
- Prioritizes information system projects.
- Performs complex work in the design, development and maintenance of computerized information systems, on-line information systems, networks and servers. Resolves network problems and diagnoses server management issues.
- Interprets County, State, and Federal regulations to determine impact on assigned system functions; develops system modifications to ensure compliance with regulations.
- Tracks and coordinates new computer equipment purchases, and equipment maintenance and repair requests.
- Develops and directs the provision of training in applicable systems for in-house users.
- Attends meetings and represents Department at meetings with other Departments

and Agencies for information sharing, system improvements and implementation of changes; participates on a variety of information systems and related committees; represents the Department in meetings with manufacturers, vendors, professional and business organizations.

- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, program development and implementation and employee supervision.
- Applicable State, Federal and local ordinances, laws, rules and regulations.
- Departmental goals, requirements, and operations.
- Operation of various types of computer and peripheral equipment.
- Principles, procedures, techniques, nomenclature, and operation of computer systems.
- Computer equipment maintenance procedures, hardware configurations, and operating principles.
- Capabilities, limitations, characteristics, and uses of computer information systems, related hardware, various software application programs, and operating systems.

Ability to:

- Plan, organize, administer, review and evaluate systems development, programming and computer operations staff and activities.
- Evaluate and interpret automated information systems from a user perspective.
- Analyze departmental data system needs and requirements; identify goals, objectives, and problems; examine alternatives; develop conclusions and recommendations; and implement solutions.
- Understand and apply rules, regulations, ordinances and legislation; keep abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.
- Prepare clear and concise reports, documentation and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Establish and maintain effective working relationships.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.

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:

Minimum Qualifications

- Equivalent to completion of the twelfth (12th) grade
- Two (2) years of experience performing duties comparable to the Information Systems Analyst II; **OR**
- Four (4) years of experience in the design, oversight, coordination and operation of a

department's automation system, including professional experience in network/server administration and/or application development. (Equivalent to an Associate's Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field may be substituted for up to one year of the required experience).

Preferred Qualifications

- Graduation with a four-year degree in computer sciences, management information systems or closely related field; **OR**
- Two (2) year degree in computer sciences, management information systems or closely related field and an applicable certification such as CCNA, CCDA, MCP, MCSD, MCSA or other related certifications; and three years of experience performing network, operations, applications, or communications systems IT work.

License and Special Requirements:

- Requires a valid California driver's license.

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 County 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 frequently bend, stoop, kneel, reach, push, and pull to install or repair equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 40 pounds frequently, as necessary to perform job functions.

WORKING CONDITIONS

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. Employees may be required to work on evenings, weekends, and holidays.

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COMPLIANT / VETERANS' PREFERENCE POLICY / DRUG-FREE WORKPLACE**

