



CLASS SPECIFICATION

Class Code: 0440
Date Est: 03/2001
Last Rev: 03/2001
Last Title Chg: 04/2014
FLSA: Exempt
Probation: 12 months

DEPARTMENT SUPPORT SUPERVISOR

DEFINITION

Under general supervision; plans, organizes, and manages the information technology function and activities for a department. Directs the installation and implementation of county microcomputer systems and data communication networks for assigned projects; assesses and evaluates current microcomputer and data communication network products for possible county use; designs data communication systems; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's Degree from an accredited college or university in Data Processing, Computer Science, Computer Technology, or a closely related field and one year of full-time experience in the maintenance and troubleshooting of computer hardware and software systems; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

NA

SUPERVISION EXERCISED

Exercises direct supervision of Department IT staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, organize, and manage the information technology program for the department; coordinate with division directors and IT to design and implement data communication networks including product hardware, software, peripherals, and other special features.

Plan, administer, and manage the department database servers, department e-mail servers, and department file and print servers; setup and maintain user accounts, printers and peripherals; perform desktop and end user computer support, management, installation and troubleshooting for operation systems, applications and suites, messaging and network connectivity.

Provide direction on the installation and implementation of microcomputer systems, servers, workstations, peripherals and data communication networks for assigned projects; provide direction and coordinate system design and program development.

Translate designs to schematic diagrams for use by department Service Technicians for installation.

Test, evaluate, and recommend purchase of new systems and equipment; conduct feasibility studies and provide cost benefit of proposed new system applications and hardware acquisitions; determine equipment and resource requirements and cost of implementation of system and network designs; prepare reports and make presentations of product findings.

Document project progress and completion; update project management work orders in a timely manner; prepare periodic reports and brief department head on project status.

Assess potential network equipment and software for performance, reliability, maintenance problems, cost, ease of use, and user satisfaction.

Ensure compliance with the regulations, policies, and procedures of county and various outside agencies.

Work with vendors to implement systems and solutions for the department.

Analyze workload for resource planning and management; participate in the administration of the assigned budget; prepare and submit requisitions for supplies, equipment, and materials; monitor expenditures.

Prepare "exception" reports regarding abnormal performance of systems and components already used by the county, describing diagnostic procedures, specific problems, and corrective actions.

Assemble network product hardware and load product software and perform system testing.

Ensure the efficient operation of information technology equipment; develop recommendations for improvements to information systems performance and reliability.

Investigate, troubleshoot, and resolve network hardware and software problems at the system and component level, utilizing a variety of testing routines, tools, and equipment.

Plan, prioritize, assign, supervise, and review the work and training of department IT staff relating to programs and support services; ensure compliance with proper work methods, techniques and standards; conduct performance evaluations work with employees to correct deficiencies; implement disciplinary, grievance and conflict resolution procedures when necessary; participate in the selection process.

Respond to inquiries and complaints from internal and external customers; resolve problems.

Coordinate services and activities with internal divisions, departments, and agencies, organizations and government officials; resolve problems and provide solutions for connectivity and access issues; serves as a technical advisor for department head to the Information Technology Advisory Committee, serves as a member of the Information Technology Standards Committee and the Internet Working Group as directed by department head.

Ensure that department staff use and adhere to the county standards and policies.

Keep abreast of new technology, products, software, and developments relating to assigned duties.

May develop and present data communications training and seminars for other staff.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental/division function, goals, policies, and procedures.

Comprehensive knowledge of functions and applications of department computer hardware and software as they relate to microcomputers, networks, and data communications.

Ability to:

Design and monitor the installation of data communication networks.

Prepare understandable schematic diagrams of network systems.

Analyze data communication and network hardware and software and develop recommendations regarding performance, reliability, and cost.

Interpret and communicate current technical information to other staff.

Make effective presentations.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Principles, theory, and practices of data processing, systems design, microcomputers, data communication systems, and troubleshooting data communication system problems.

Current industry standards and product availability in hardware and software.

Networking systems.

Principles and practices of management and supervision.

Ability to:

Demonstrate skill in the utilization of diagnostic routines, tools, and equipment in diagnosing and resolving network and computer problems.

Design, implement, and install computer networks and data communication systems.

Communicate effectively, both orally and in writing.

Maintain effective working relationships with division staff, representatives of other departments, and other agencies.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to use data processing and associated equipment. Ability to work in an environment with controlled temperatures.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.