



JULY 2012
FLSA: EXEMPT

INFORMATION TECHNOLOGY SUPERVISOR

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance of a variety of information technology systems and programs for the District; ensures work quality and adherence to established policies and procedures; performs the most technical and complex tasks relative to assigned area of responsibility; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory and/or management staff. Exercises direct and general supervision over assigned professional, technical, and administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Information Technology division that exercises independent judgment on diverse and specialized information technology functions and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day information technology administration activities, projects, and programs for a major section within the division and is responsible for providing professional-level support to the Information Technology Manager in a variety of areas. This class is distinguished from the Information Technology Manager in that the latter has full management authority in planning, organizing, and directing the full scope of information technology operations within the department.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for the analysis, evaluation, design, development, programming, testing, implementation, documentation, and maintenance of a variety of systems and programs for the District.
- Establishes schedules and methods for providing information systems services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
- Participates in the selection of information technology staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

- Participates in the preparation and administration of the information technology program budget; submits budget recommendations; monitors expenditures.
- Participates in administering information technology related contracts for the lease, maintenance, or licensing of equipment or software; works with other divisions and/or departments to negotiate or renew cost effective contracts; monitors and evaluates contractor performance to ensure compliance with District standards; initiates corrective action as appropriate.
- Participates in developing and administering security strategy, policies, and procedures for network availability, security, and related services; ensures compliance with District standards.
- Oversees and participates in performing comprehensive systems analysis to design and develop new systems and enhancements to current systems; consults, confers, and coordinates activities with users, staff from various departments, outside agencies, and vendors to resolve program, system, operational, and procedural problems; analyzes problems and recommends corrective action.
- Oversees and participates in the planning, developing, and analyzing of additions, changes, and enhancements to mainframe system software; researches, evaluates, installs, and implements new versions and releases for integration into existing systems; determines impact on existing District systems and applications; troubleshoots, analyzes, and resolves hardware and software related problems; coordinates and documents testing procedures.
- Oversees and participates in installing and maintaining new and upgraded software for database management systems; establishes procedures for database operation, control, and recovery.
- Prepares analytical and statistical reports on operations and activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Perform related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Advanced principles and applications of critical thinking and analysis.
- Basic principles and practices of budget development, administration, and accountability.
- Methods and techniques of conflict resolution and negotiation.
- Operations, services and activities of a comprehensive information systems program.
- Advanced principles and practices of system design, development, analysis, testing, and security administration.
- Advanced methods and techniques of evaluating business requirements and developing information systems solutions for strategic District systems.
- Advanced principles and practices of programming languages, job control languages, and executive control command.
- Advanced principles and practices of system software and hardware installation and troubleshooting.
- Functional structure of various operating system components, including system control programs and data access methods.
- Advanced concepts, principles, and practices of wide area network design, development, protocols, security and administration.
- Operations, services and activities of a comprehensive database administration program.
- Advanced programming techniques including integrated database management applications.
- Advanced methods and techniques of developing data security, integrity, backup and recovery processes.
- Advanced principles of database design, administration, management and integrity.
- Principles and concepts of data planning, modeling, design and storage.
- Operational characteristics of database support tools, servers and communication devices.

- Methods and techniques of developing complex application technical user manuals and documentation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Promote individual growth and development of assigned staff in the performance of work assignments.
- Effectively resolve conflict within assigned area of responsibility.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Effectively communicate, negotiate and influence behavior at all levels both internally and externally.
- Apply critical thinking and analysis to a broad range of situations.
- Analyze department procedures and data to develop logical solutions to complex systems problems.
- Recommend, evaluate, design, develop, test and install complex operating systems, applications and supporting hardware and software.
- Plan, develop, establish, monitor, and maintain system security strategies in assigned systems area.
- Provide advanced-level technical support for the implementation and maintenance of mainframe software systems.
- Perform operational functions on mainframe systems.
- Plan and oversee quality assurance and security procedures for mainframe, database, and network systems.
- Troubleshoot and analyze complex local and wide area network operating, hardware and software problems.
- Develop strategies to accommodate future data storage needs.
- Evaluate database needs and develop database models to meet District information technology needs.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Make sound, independent decisions within established policy and procedural guidelines.
- Effectively represent the department and the District in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Maintain confidentiality in maintaining critical and sensitive information, and be discreet in handling and processing confidential information and data.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use critical thinking techniques and advanced methods in reaching independent decisions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.

- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Possession of a bachelor's degree from a college or university which is accredited by the US Department of Education, with major coursework in computer science, information systems, business administration, or a related field; AND,
2. Eight (8) years of increasingly responsible information technology experience, including four (4) years at a level comparable to a Senior Information Technology Analyst, or two (2) years of lead or supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of information technology industry recognized certifications are desirable.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

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 District and meeting 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 and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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.