

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, implementation, programming, testing, documentation, and maintenance of a variety of information technology systems, projects, and programs for OC San; coordinates assigned activities with other divisions, departments, and outside agencies; 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 duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned managerial staff. Exercises direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This classification is the supervisory class within the information technology division exercising independent judgment on diverse and specialized information technology functions with significant accountability and ongoing decision-making responsibilities associated with the work. Positions are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and providing support to assigned management staff 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 management operations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- 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 information technology systems and programs for OC San.
- Provides leadership, guidance, and training to less experienced staff; promotes individual growth and development in the performance of work assignments in areas of responsibility.
- 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; identifies operational issues and develops strategies for resolution; coordinates with team members to develop and implement approved policies and procedures.
- Participates in the selection of information technology staff; provides or coordinates staff training; evaluates employee performance; 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 OC San 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 OC San 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 system software; researches, evaluates, installs, and implements new versions and releases for integration into existing systems; determines impact on existing OC San 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.
- Performs the more technical and complex tasks of the work unit; 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; researches emerging products and enhancements and their applicability to OC San needs.
- Ensures compliance with all safety program rules, procedures, and protocols; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions while working in dangerous situations; educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Basic principles and practices of budget and contract development, administration, and accountability.
- Advanced principles and practices of system design, development, analysis, testing, and security administration.
- Advanced methods and techniques of evaluating complex systems, identifying business requirements, and developing technical requirements and information systems solutions for strategic OC San systems.
- Advanced programming languages, job control languages, and executive control command methods and techniques.
- 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 network design, development, protocols, security, and administration.
- Operations, services, and activities of a comprehensive database administration program.
- Advanced methods and techniques of developing data security, integrity, backup, and recovery processes.
- Advanced principles of database design, administration, management, and integrity; concepts of data planning, modeling, design, and storage; and operational characteristics of database support tools, servers, and communication devices.
- Methods and techniques of developing complex application technical user manuals and documentation.
- Methods and techniques of conflict resolution and negotiation.
- Advanced principles and applications of critical thinking and analysis.
- Techniques for effectively representing OC San in contacts with governmental agencies, vendors, and various business, professional, and educational organizations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively communicate, negotiate, resolve conflict, and influence behavior at all levels both internally and externally.
- Apply critical thinking and analysis to a broad range of situations and in making decisions and problem solving.
- 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.
- Direct, plan, develop, establish, monitor, and maintain system quality assurance and security strategies in assigned systems area; develop database models and strategies to accommodate future data and OC San information technology needs.
- Supervise and direct technical operations and services; serve as technical advisor and designated subject matter expert in assigned systems area.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and OC San in meetings with governmental agencies, vendors, and various business, professional, and educational organizations.
- 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 tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective 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 OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in computer science, information systems, or a related field.
2. Six (6) years of progressively responsible work experience in information technology administration and management, which may include two (2) years of lead or supervisory experience.

Licenses and/or Certifications:

- Must possess a valid California Class C Driver's License.

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

- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various OC San sites; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- 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.

OTHER REQUIREMENTS

- May be required to work extended hours, including nights, weekends, and holidays when necessary.
- Probationary Period: All OC San employees, except classifications considered "at-will", are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve "at-will" and may be released from employment without cause or recourse to any appeal or grievance procedures.

- Pre-Employment: All employment offers are contingent upon successful completion of OC San's pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.