Classification Title: Information Services Division Supervisor

FLSA Status: Exempt

BRIEF DESCRIPTION Manages the activities, projects, budgets, and staff related to information technology for a division that could include Security Services, Operations Services, Server Services, Network Services, Land Integration, HR/Finance Systems, Customer Support Services, or Business Applications. Supports business users in an Information Technology functional area, troubleshoots problems and directs the implementation and completion of special projects. Prepares recommendations for hardware and software acquisitions, staffing and consultants, and projects during the budget preparation process.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Coaches, supervises, plans and directs the work of a unit supporting data management services or technology. Evaluates systems in place and works with the team to support ongoing activities and bring in new technologies. Research & recommends, manages and monitors operating budget for assigned work unit and project budgets for assigned projects.
2	S	Manages staff of the assigned work unit, identifies priorities, roles and responsibilities, develops schedules and work plans, and monitors performance.
3	S	Manages the team and provides technical expertise or troubleshoots complex issues which may include data infrastructures, security, testing or special projects. May perform design work on projects as well as researches and recommends technology options for issues. Provides input into the department's business and strategic plans. Provides assistance to staff to support ongoing monitoring & tuning activities and initial installation/configuration/coding work
4	S	Develops and manages vendor contracts for assigned work unit and works with vendors in researching and recommending new products, and troubleshooting software problems or questions.
5	S	Serves on committees identifying current problems, new technology or acting as liaison to county departments. Establishes and maintains good working relationships with vendors and other state and local officials.
6	S	Manages projects and staff resources for major initiatives.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's degree in Computer Science or related field.
Experience	Four years of experience in administration of electronic infrastructures.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Advanced
Math	Intermediate
Writing	Advanced
Managerial	Receives Limited Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:
Fax machines, projector, blueprint machine, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors **(see 1 below)**	Other **(see 2 below)**

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.