DESCRIPTION: Under administrative direction, supervises three or more Information Technology (IT) professional staff (at the full-performance analyst or developer equivalent level or higher and that are above the technician level) assigned to support agency information technology on a regular and recurring basis; supervises, designs, develops and implements projects or supervises an IT function; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first of three levels (IT Supervisor, IT Manager I, IT Manager II) in the Information Technology (IT) Management series. This class is distinguished from the other classes in the series by both the number and levels of staff reporting to it and the scope of supervisory duties assigned. The IT Supervisor class supervises three or more IT professional staff (at the full-performance analyst or developer equivalent level or higher and that are above the technician level) and typically does not supervise subordinate supervisors while the IT Manager I class supervises one or more IT Supervisors and three or more IT professional staff (at the full-performance analyst or developer equivalent level or higher and that are above the technician level). The IT Manager II class is responsible to supervise two or more subordinate IT Manager I's. The IT Supervisor class has a narrower focus on day to day work output and quality of work and may do hands on technical work. The IT Manager I and IT Manager II classes have a broader scope than the IT Supervisor class by additional responsibility for IT Operations and to conduct tactical planning to achieve work goals. Positions which supervise help desk staff are classified within the Information Technology Help Desk class series.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervisory Duties:
- Supervise three or more professional IT staff at the analyst or above level.
- Manages and directs all aspects of an IT work unit in an infrastructure, developer, database, or systems discipline.
- Personnel activities and actions, including but not limited to: assigns duties, hiring, performance evaluations, grievances and discipline.
- Develops and maintains sufficient staff, properly trained and with the right combination of technical skills.

General Duties:
- Develop and manages information technology projects and functions
- Receives users request for technical assistance.
- Documents user request
- Performs initial analysis of user request.
- Analyzes request and determines course of action
- Instructs user on problem resolution
- Promotes issue to technical specialists
- Assures problem resolution

Technical Duties:
- May perform similar work as subordinates in an infrastructure, developer, database, or systems discipline
- Analyzes and diagnoses hardware and software problems
- Resolves problems with printer output and print ques
- Re-boots or IPL's hardware or contacts appropriate staff to perform the re-boot or IPL
- Requests changes in network hardware and cabling configuration

Security Duties:
- Assures system security (passwords, user access)
- Enforces agency security policies
- Maintains user profiles

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed at entry level to perform the work assigned.)

Knowledge of: computers and electronics; applicable standards and procedures regarding systems development and documentations; agency business processes and functions; labor contracts; personnel rules, regulations and policies applicable to supervision of staff;

Ability to: cope with pressure, stress, criticism, setbacks, personal and work-related problems, etc.; evaluate and interpret a variety of factors; coordinate work and activities of others; identify needs of and coach others; evaluate information against a set of standards and verify that it is correct; monitor processes, material and surroundings; resolve conflict/negotiate with others; keep up-to-date and use job relevant knowledge.

Skill in: active learning; active listening; oral and written comprehension and expression; reading comprehension; critical thinking; deductive reasoning; implementation planning; inductive reasoning; information organization; initiative; innovation; judgment and decision making; making decisions and solving problems; organizing, planning and prioritizing; performing administrative tasks; persuasion; providing consultation and advice to others; solution appraisal; system evaluation; time management.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A bachelor's degree or equivalent in computer science, information systems, mathematics, engineering or other related field and two years of experience in a related information technology discipline (network infrastructure, coding, systems or database); experience can be substituted for education on a year for year basis, one year of which as a project coordinator, leader, or supervisor.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).