City of Phoenix
INFORMATION TECHNOLOGY SUPERVISOR

JOB CODE 09320

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to plan, coordinate, and oversee the work of assigned operational areas in the Information Technology Department. Assignments include such areas as computer operations, production scheduling, data entry, and user support/help desk functions. Supervision is exercised over the classifications of Lead or Senior Computer Operators, Lead Key Entry Operators, Computer Production Schedulers, User Support Specialists, Telecommunications Center Supervisor, or other employees. Duties include determining staffing requirements, establishing standards and procedures, monitoring work activities and output, and ensuring that production schedules and quantity/quality standards are met. Work involves maintaining liaison with customers to improve services, and providing guidance and direction to resolve operational or production conflicts. Some positions serve as staff representative for division management, and serve as local experts and trainers for specialized computer applications. Work is performed under general direction of an Information Technology Deputy Director or other supervisor, with performance judged on the ability to meet production schedules, operational efficiency, and customer service standards.

ESSENTIAL FUNCTIONS:

- Supervises assigned Information Technology operations and staff, such as computer operations, production scheduling, data entry, telecommunications center, and user support/help desk functions;
- Determines work requirements, priorities, and best use of resources for scheduled operations as well as during unplanned incidents;
- Provides guidance to staff regarding work procedures, technical issues, work priorities, and special requests from customers;
- Instructs employees in the use of new internal procedures and operating instructions and evaluates employees on assigned shift;
- Troubleshoots technical, operational, or customer service problems and takes corrective action to resolve conflicts;
- Ensures security of assigned operational center and assumes delegated management responsibility during emergencies;
- Coordinates arrangements for service personnel to repair equipment insuring maximum up-time of all equipment;

- Supervises and participates in the study of operations and procedures, and recommends changes to improve methods, procedures, service levels, and operational efficiency;
- Notifies appropriate personnel of problems or changes to operational schedules or service levels;
- Prepares statistical and narrative reports regarding operational, vendor, or user activities;
- Provides training to assigned staff or other personnel regarding specialized computer applications;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of supervision.
- Job Control Language (JCL) and system utility programs.
- Current operating systems functions and systems software.
- User applications.
- Functions and use of computer and peripheral hardware.
- On-line monitoring and diagnostic resources.
- Data processing operations in a large scale, multi-site environment.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate orally with customers, clients, or the public in face-to-face one-on-one settings, or using a telephone.
- Establish and maintain effective working relationships by working cooperatively with others.
- Comprehend and make inferences from written material in the English language.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements such as calculators or computer keyboards.
- Observe or monitor people's behavior to determine compliance with prescribed operating or safety standards.
- Enter data or information into a terminal, PC, or other keyboard device.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.

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- Use discretion in the handling of confidential data.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in computer operations, production control, or user support/troubleshooting for medium to large-scale systems, or two years of experience in automated computer production scheduling. Other combinations of experience and education that meet the minimum requirements may be substituted.