

**TOWN OF GILBERT  
CLASS SPECIFICATION  
IT Supervisor**

| <u>CLASS SERIES</u>    | <u>BAND/GRADE/SUBGRADE</u> | <u>FLSA STATUS</u> |
|------------------------|----------------------------|--------------------|
| Information Technology | C51-C52                    | Exempt             |

**CLASS SUMMARY:**

This class is the third level in the Information Technology series. Incumbents are responsible for overseeing staff including conducting performance evaluations; coordinating training; and implementing hiring, discipline and termination procedures. Responsibilities may include oversight of RFP and contract management activities; approval of work authorizations; team building of assigned staff; budget tracking; execution and oversight of special IT projects; and management of priority activity.

**ESSENTIAL DUTIES:**

*This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.*

**PERCENT OF TIME**

|  |               |
|--|---------------|
| Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.  | Daily<br>100% |
| Exhibits a service orientation toward internal and external customers and maintains productive working relationships.  | Daily<br>100% |
| Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a safe working environment; and, making hiring, termination, and disciplinary recommendations.  | Daily<br>20%  |
| Plans, coordinates, administers, maintains and evaluates systems and services of technology area supported. Provides daily operational support and ensures operational readiness and integrity of systems.   | Daily<br>30%  |
| Evaluates and recommends the procurement of hardware, software and service solutions. Prepares and publishes proposal requests, purchasing justifications and procurement information. Assists in the negotiation of contracts and selection of vendors or service providers. Oversees the management of inventory records for hardware, software and related equipment and ensures compliance with software licensing requirements. | Daily<br>15%  |
| Oversees projects to ensure timely completion and adherence to budget. Ensures responsive and effective customer service. Provides high level technical support and sources external support as needed.  | Weekly<br>10% |

**TOWN OF GILBERT  
CLASS SPECIFICATION**

**IT Supervisor**

|   |               |
|---|---------------|
| Establishes and maintains effective working relationships and networks with other internal and external parties in order to stay current with technology trends and to maximize resources to ensure departmental effectiveness. | Weekly<br>10% |
| Assists in developing, forecasting and monitoring the departmental budget. Provides assistance to other departments related to budgeting for technology expenses.   | Monthly<br>5% |
| Performs other duties of a similar nature and level as assigned.  | As Required   |

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to ***Desktop Support Supervision*** may be responsible for:

- Providing daily operational support to ensure system availability and effectiveness;
- Assisting in the procurement and vendor support of hardware, software and licensing, peripherals, cell phones and services;
- Assisting in departmental budget preparation and monitoring.

Positions assigned to ***GIS Supervision*** may be responsible for:

- Analyzing geospatial information and providing GIS operational support;
- Troubleshooting data issues and maintaining GIS data integrity;
- Maintaining GIS software maintenance and data contracts.

Positions assigned to ***Applications Management*** may be responsible for:

- Deploying human resources effectively and efficiently in order to achieve organizational objectives.
- Building productive working relationships with their client groups, discerning their business needs, and providing effective IT solutions and support.

Positions assigned to ***Infrastructure Management*** may be responsible for:

- Deploying human resources effectively and efficiently in order to achieve organizational objectives.
- Building productive working relationships with their client groups, discerning their business needs, and providing effective IT solutions and support.

## TOWN OF GILBERT CLASS SPECIFICATION

### IT Supervisor

#### **TRAINING AND EXPERIENCE:**

Bachelor's Degree and six years of experience related to area of assignment including three years of progressively responsible Information Technology leadership experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **LICENSING/CERTIFICATIONS:**

- Valid Arizona Driver's License

#### **Depending on area of assignment, may require:**

- Avaya Site Administration Certification
- Cisco Certified Network Associate
- FCC General Radiotelephone Operator License
- A+ Certification
- Network+ Certification
- Microsoft Certified IT Professional
- OnBase System Administrator Certification

#### **KNOWLEDGE OF:**

- Supervisory principles, practices and techniques;
- Systems technology, maintenance and user support;
- Concepts and processes related to technology area supported;
- Process review and improvement;
- Modern office equipment.

#### **SKILL IN:**

- Supervising, monitoring and evaluating staff;
- Managing complex projects;
- Managing vendor contracts relations;
- Providing leadership and training;
- Ensuring regulatory compliance;
- Developing and monitoring budgets;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

## TOWN OF GILBERT CLASS SPECIFICATION

### IT Supervisor

#### **ADA AND OTHER REQUIREMENTS:**

Positions in this class typically require: walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to operating a motor vehicle and travel.

Incumbents may be required to have 24/7 on-call availability.

#### **WORKING TITLES WITHIN CLASS SPECIFICATION:**

IT Desktop Supervisor – C51

GIS Supervisor – C51

IT Applications Manager – C52

IT Infrastructure Manager – C52

#### **NOTE:**

*The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

#### **CLASS HISTORY INFORMATION:**

*Draft prepared by Fox Lawson & Associates LLC (BS)*

*Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)*

*Date: (05/13)*