

CITY OF FRESNO

125032

INFORMATION SERVICES SUPERVISOR

DEFINITION

Under direction, supervises staff and contractors assigned to implement and maintain the City-wide information and communications systems.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Division Manager. Exercises direct supervision over subordinate staff.

DISTINGUISHING CHARACTERISTICS

Information Services Supervisor, reporting to a Division Manager, functions as the front-line planner, supervisor and advisor for all new or existing enterprise associated software, hardware, communications or network elements within the City. Incumbents provide leadership to associated technical staff; supervise subordinate staff responsible for data communications systems including local and wide area networks, communication systems, internet and intranet systems, applications software and the provision of technical support. Information Services Supervisor has responsibility for either Network Systems, Enterprise software development or Communication Systems. This class differs from Senior Communications Technician, Senior Network Systems Specialist or Programmer/Analyst IV in that incumbents of the latter may provide lead direction and may be assigned to more complex projects, but do not possess supervisory responsibilities.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following:)

Supervises and monitors day-to-day activities of an assigned division and staff.
Participates in the selection, training and evaluation of staff.

Plans, organizes and tracks system changes and upgrades.

Plans and organizes all activities associated with major or minor system component upgrades, including coordination of consulting services.

Provides training and technical support to field users.

Provides insight and analysis of long-term and short-term planning in relation to any information technology processes.

Assists in planning and organizing technical and functional requirements associated with major or minor electronic, software or network releases or impacting changes.

Provides input toward prioritizing tasks, goals and objectives for all information technology related issues.

Recommends and assists in establishing effective policy relating to concepts, business processes flow, component interfaces and resource usage.

Monitors key tasks currently under development and oversees to completion.

Identifies new developments in all enterprise associated programs, policies and procedures.

Anticipates future resource requirements; schedules and assists with resource implementation.

Develops and implements network and systems operating standards, procedures and reporting guidelines.

Reviews interdepartmental cost allocations; prepares status reports, correspondence and memoranda.

Meets with user departments; provides guidance in analyzing operating systems to determine network or software development requirements; prepares reports of analyses.

Recommends and reviews recommendations of appropriate hardware, software and network configurations for the most efficient use of equipment.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Based upon the area of assignment, incumbents should possess the following:

Knowledge of:

Computer network systems, network alternatives and their uses.

Local area networks, wide area networks, Internet and Intranets.

Effective supervisory techniques.

The fabrication, installation, repair, maintenance, and operation of electronic communications systems.

The principles, practices, methods, terminology, and trends in wire, mobile radio, and microwave communications engineering, including radio frequency allocations, electronic wave propagation, and radio field strength measurements and tolerances.

Pertinent Federal Communications Commission rules and regulations.

Installation and maintenance of modern telecommunications systems and equipment.

Skill to:

Use and maintain electronics test equipment, such as digital voltmeters, oscilloscopes, spectrum analyzers, signal generators, and frequency and modulation meters.

Ability to:

Plan and implement operational policies and procedures.

Schedule, plan and direct the work of others.

Analyze data communications, networks, technical support, hardware and software problems and determine feasible solutions.

Analyze functional requirements and specifications for computer hardware and software.

Design and fabricate electronic communications equipment and provide as-built drawings and schematics as required.

Establish and maintain effective working relationships with co-workers and representatives of user departments.

Communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS

Experience:

Three years of experience in communication or computer systems technology involving the maintenance and operation of complex computer systems hardware and software or communications equipment; which included or is supplemented by, one year of lead or supervisory experience.

Education:

Graduation from an accredited college or university with a Bachelor's Degree in business administration, public administration, computer science, electronics, electrical or communications engineering or related field.

Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirements:

Possession of a valid California Drivers License may be required.

Recruitment may be limited to a specific area of expertise as required by operational needs. The specific areas of expertise are listed below:

1. Business Application Systems
2. Communication Systems
3. Computer Services

APPROVED: _____

Director of Personnel Services

DATE: _____