

INFORMATION SYSTEMS SUPERVISOR

DEFINITION

Under general supervision to plan, coordinate, and supervise the city's Management Information Systems (MIS); to be responsible for the maintenance and upkeep of all City computer programs; and to perform related work as required.

This is a supervisory position with responsibility for assigning, coordinating, and supervising the work of the staff assigned to the City's Management Information Systems division.

This position provides supervision and work coordination for staff assigned to the MIS division; coordinates and implements activities and operations to ensure the accessibility, integrity and security of the City's computer local area network (LAN), and wide area network (WAN); identifies, develops and implements goals, objectives, policies, and priorities for assigned services and activities; serves as a resource and assists City departments in the development of network services and planning of future computer applications; coordinates assigned activities with other City departments and outside agencies; performs a variety of technical duties in the installation, repair, replacement and maintenance of computer LAN and WAN systems and peripherals; evaluates, troubleshoots, and diagnoses computer hardware, software, and network connectivity problems; develops and conducts computer training for staff; works with staff to maintain, revise, or improve the overall operations of the City's network system; develops justifications and recommendations for acquisition of computer hardware and software; assists in the preparation of specifications for bid documents and evaluates proposals; assists in the recruitment selection, training and evaluation of staff; represents assigned function with city staff and other government agencies as delegated.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license

INFORMATION SYSTEMS SUPERVISOR (cont.)

EMPLOYMENT STANDARDS

Knowledge of:

- Modern principles, practices, and techniques of LAN and WAN management, administration, analysis, design and maintenance.
- Principles of supervision and training
- Data processing management and general administration practices and techniques.
- Common server platforms including Windows 2000, NT, and Mac OS.
- Methods, materials, and equipment used in the installation, maintenance, and testing of personal computers, and peripheral equipment.
- Various network software packages including network communications protocol such as TCP/IP, DNS, and DHCP.
- Design network topology.
- Capability and adaptability of prepared software packages.
- Basic accounting, budget, and record keeping practices.
- Research methods and procedures.

And

Ability to:

- Plan, coordinate and supervise the Management Information Systems functions.
- Provide supervision, training and work evaluation for staff.
- Operate, configure, install, maintain, repair, and troubleshoot a variety of highly technical computer LAN and WAN equipment and peripherals.
- Establish cost effective technical network system improvements and solutions for network connectivity including web server, e-mail server (exchange), file and print server, wireless and Internet security.
- Design plans for network configuration, equipment installation, network storage, backup and disaster recovery.
- Assess, evaluate, and prioritize network hardware and software requests.
- Design and maintain web site using FrontPage
- Prepare a variety of reports and presentations.
- Research, collect, and analyze information related to assigned functions.

INFORMATION SYSTEMS SUPERVISOR (cont.)

EMPLOYMENT STANDARDS (cont.)

- Interpret, explain, apply and enforce a variety of laws, rules and regulations.
- Effectively represent the City's MIS Division functions and policies with other staff, organizations and other governmental agencies.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

And

Training and experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited "four" year college or university with major coursework in computer science, Information Systems, Telecommunications, Public Administration, Business Administration or a closely related field and/or completion of an accredited computer training school w/certification.

Work Background: Four years of progressively responsible computer LAN and/or WAN management, project management and administration, including at least one year in a management, supervisory or administrative position.

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