

# CITY OF LINCOLN

## INFORMATION TECHNOLOGY SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### DEFINITION

Supervises and performs the daily activities of the Information Technology Department involving information technology services, operations and projects; performs the more complex and technically proficient duties related to the various areas within the Department; is accountable for the overall results of assigned area(s); and performs other duties as required.

### DISTINGUISHING CHARACTERISTICS

This is a working, supervisory-level classification responsible and accountable for the daily activities of an assigned program area(s). This classification is distinguished from the next higher classification of Information Systems Manager in that the latter has managerial, strategic planning and overall responsibility over the work performed and product of the Department.

### SUPERVISION RECEIVED/EXERCISED

Receives direction from the Chief Innovation and Technology Officer or Information Systems Manager as assigned. Exercises supervision of assigned professional, technical and administrative support staff.

### ESSENTIAL FUNCTIONS

Duties and responsibilities include, but are not limited to the following:

- Supervises and performs work within an assigned Department area(s).
- Sets broad objectives, exercises a high-degree of independent judgement and problem solving while performing duties.
- Manages and assists in major technology projects, including software or hardware improvements, development of complex systems and replacement of existing systems.
- Supervises and assists to administer LAN/WAN operations, desktop/mobile maintenance and patching, telemetry networks; configure, administer, and maintain server software including network, domain and cloud servers as well as other infrastructure maintained by the department.
- Designs, develops, and evaluates options in technology infrastructure planning to support new applications and technologies.

- Manages all aspects of backup systems, disaster recovery plan, and related activities to ensure services and operations continuity.
- Manages relationships with vendors and consultants in the development and implementation of new hardware and software systems and products, including developing requests for proposals and overseeing development of specifications for procurement of equipment and systems.
- Supervises, trains and evaluates professional and technical lower-level staff; provides technical advice and assistance to staff; selects and supervises the work of contractors.
- Supervises the development of plans and estimates for systems development and major enhancements of the City's information technology systems; supervises and participates in the preparation of special information technology studies and reports.
- Coordinates resolution of complex and technical problems and system changes that adversely impact the work of the City.
- Assists the Chief Innovation and Technology Officer by developing, proposing, and implementing information technology solutions for a variety of issues.
- Interfaces with City officials, public and private agencies, outside consultants and others.
- Establish positive working relationships with representatives of community organizations, state/local agencies and associations, City management, City staff and the public.
- Works after hours and on call as necessary.
- Performs related or other duties as assigned.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents and acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to lift equipment and materials weighing up to 25 pounds or more.

#### **MINIMUM QUALIFICATIONS**

The following are minimal qualifications necessary for entry into the classification.

##### Experience and/or Education

Any combination of education and experience that provides the required knowledge, abilities and skills is qualifying. A typical way to obtain the required qualifications is to possess four years of progressively responsible experience in the fields of systems analysis, systems programming, network administration, application programming, customer support, computer operations or similar field in a multi-platform information systems environment, including at least two years as a project lead or team leader. Professional certifications are desirable and may be used to substitute experience.

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems, business information systems or a closely related field. Additional qualifying work experience may substitute for education on a year-for-year basis. Professional certifications are desirable and may be used to substitute education.

#### License/Certificate

Ability to become CJIS certified.

Possession of, or ability to obtain, a valid Class C California Driver's License.

#### **KNOWLEDGE, ABILITIES AND SKILLS**

The following are a representative sample of the KSAs necessary to perform the essential functions of the position:

Knowledge of: Principles and practices of analysis of supervision, training and personnel management; software, complex hardware and application systems to achieve efficient system utilization; business office automation and information technology, trends including network systems, complex database administration and operating systems, software and hardware and telecommunication systems; common application programming languages; computer logic, and capabilities, characteristics and limitations of automation systems; advanced testing methodologies; advanced systems and procedures analysis and design, including procedures and methods for systems documentation. Advanced troubleshooting techniques used in resolving operations problems with operating systems, computer software and related systems and equipment. Capabilities of personal computers and the interconnectivity to a central host-based system. Cloud and web-based technology and services. Commonly used, specialized and new software used for personal computers. Principles and practices of leadership, motivation, team building and conflict resolution. Pertinent local, State and Federal rules, regulations and laws. Modern office procedures and computer equipment. Principles and practices of organizational analysis and management. Budgeting procedures and techniques.

Ability to: Manage, plan, assign, train, and supervise the work of a diverse staff in the accomplishment of multiple projects. Establish and maintain effective working relationships within various work groups. Manage multiple technical projects and adhere to deadlines. Use a variety of automated computer hardware and software systems. Communicate effectively, verbally and in writing. Exercise analytical skills in providing fact-based details to support ideas, recommendations, and analysis. Coordinate within own department and across departments to identify opportunities for shared use of information systems and technologies.

Skill In: Problem solving utilizing limited resources. Advanced analytical skills to solve complex problems. Use of computers, computer applications, and software, including computer-based research tools. Project planning and management techniques relating to the development, acquisition and installation of information technology.

FLSA: Exempt  
Employee Group: Professional/Administrative, Local 39  
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