

INFORMATION TECHNOLOGIES SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Supervises, coordinates, assigns and reviews the work of assigned staff and facilitates assigned projects within a specialized area of Information Technologies; participates in accomplishing assigned projects; provides administrative and technical support to the assigned manager and the Director, Information Technologies; and performs a variety of technical tasks related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned Information Technologies Section Manager or higher level management.

Acts as a formal supervisor, exercising direct supervision, including selecting new employees, monitoring and formally evaluating employee performance, and participating in the discipline and termination of employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Participates in the planning, development, and design of technology solutions for city use. Supervises and participates in the work of the assigned technology division or section, and serves as a subject matter expert for the assigned work unit.
2. Acts as first line supervisor for designated staff within a department, including assisting with interviewing and selecting of job applicants, training, overseeing work, and establishing and evaluating appropriate performance standards in accordance with department objectives.
3. Ensures employees adhere to established work methods, techniques and schedules, and comply with applicable city and department policies, procedures, standards and specifications; reviews needs with appropriate management staff; allocates resources accordingly.
4. Serves as a liaison between technical and non-technical staff to ensure accurate communication and resolve problems.

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Essential Functions:

5. Ensures that a standard methodology is used for all technology projects and initiatives affecting area of responsibility.
6. Reviews section operating procedures to ensure effectiveness and efficiency; recommends and implements changes as necessary or directed.
7. With other Information Technologies groups, plans, coordinates and monitors office automation projects and operations.
8. Works effectively with city suppliers and contractors; oversees the development and administration of applicable contracts.
9. Selects assigned staff and ensures effective morale, productivity and discipline; plans, organizes, administers, reviews and evaluates the activities of staff directly; provides for staff training and professional development; interprets City policies and procedures for staff; works with employees to develop short and long term goals, monitors accomplishments, establishes performance requirements and personal development targets and provides coaching for performance improvement and development.
10. Establishes schedules and methods for providing technology service delivery; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
11. Participates in the preparation and administration of the section budget; submits budget recommendations; monitors expenditures.
12. Prepares analytical and statistical reports on operations and activities; conducts special projects and studies.
13. Participates in ensuring the security and confidentiality of records and data.
14. Works with other IT Supervisors to coordinate the implementation of new software and the maintenance of existing software.
15. Ensures that accurate and complete project documentation is maintained.

Marginal Functions:

1. Participates in the research of technology alternatives; makes recommendations for purchasing when applicable.
2. Attends and participates in professional group meetings; stays abreast of new trends and innovations in software development.
3. Performs related duties and responsibilities as required.

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QUALIFICATIONS

Knowledge of:

Principles of supervision, training and performance evaluation.
Operational characteristics, services and activities of a software development program.
Current principles and practices of software systems design in one or more of the following areas, depending on assignment: Internet, GIS (geographic information systems), client/server or ERP business applications.
Advanced principles and procedures of systems analysis, design, programming, planning and documentation and related database techniques.
Principles of software development methodologies.
Concepts, principles and design of desktop computer and server hardware and software systems.
Operation and configuration of computer systems, software and networking.
Principles of data communications over both local and wide area networks.
Uses, capabilities, characteristics and limitations of computer hardware and software systems.
Trouble-shooting, procedures and techniques for both computer hardware and software problems that lead to effective solutions.
Principles of project management.
Principles of and techniques used in various current programming languages, databases, complex software planning and programming and software documentation.
Principles and practices of budget preparation and administration.
Principles of general business management.
Pertinent federal, state and local laws, codes and regulations.

Ability to:

Read, interpret and apply technical publications, manuals and other documents.
Use initiative and independent judgment within established guidelines.
Provide and accept honest feedback to/from employees and peers.
Engage in difficult conversations.
Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures.
Communicate effectively with both technologically knowledgeable staff and non-technologically knowledgeable users.
Communicate clearly and concisely, both orally and in writing.
Plan, organize, prioritize and delegate assignments.
Manage multiple assignments.
Meet critical deadlines.
Establish and maintain effective working relationships with those contacted in the course of work.
Analyze problems, identifying alternative solutions, projecting consequences of proposed actions, recommending best options and implementing approved solution in support of goals.

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Experience and Training Requirements

Experience:

Three years of increasingly responsible experience in one of the following areas, depending on assignment: systems and networking; desktop and servers; web development; GIS (geographic information systems); client/server or ERP business applications. One year of lead or supervisory experience.

Training:

Bachelor's degree from an accredited college or university with major in information systems, computer science, geographic information systems, or a field closely related to the assignment.

May substitute a combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment.

Hazards: Exposure to computer screens.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

SB

NEW 12/5/13 (Replaces Information Technologies Development Supervisor and Information Technologies Support Supervisor)

FLSA: exempt; City: nonexempt

CSB 1/22/14