

INFORMATION SERVICES TECHNICAL SUPERVISOR

PURPOSE AND NATURE OF WORK

This is responsible supervisory work involved with the installation, maintenance, and repair of personal computers and associated hardware and software. General supervision is exercised over Technical Specialists and a Help Desk Specialist. The incumbent works under the general direction of a Chief Information Officer.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides direction, guidance, and support to subordinate personnel, including providing training as necessary, analyzing and providing solutions to complex problems as they arise, distributing assignments, prioritizing work, advising on appropriate methods, and providing feedback via performance evaluation. Reviews and approves personal computer installations as necessary; performs hardware replacement assessment for annual budgeting purposes. Conducts yearly personal computer/peripheral inventory.

Keeps abreast of technological improvements, analyzes the government's operations, and recommends the purchases of personal computer equipment by assisting potential users in evaluation of equipment, needs assessment, obtaining quotes, purchasing, installation, training, security, and troubleshooting. Administers software subscriptions/licenses for personal computers. Assists users with maintenance and ensures adequate maintenance contracts are kept.

Takes escalated help desk calls from users, provides guidance on resolving the problem, and refers the call to the appropriate information services personnel (if necessary).

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of electronic computers, data processing equipment, and operation techniques.

Knowledge of management practices including record keeping procedures.

Thorough knowledge of and the ability to plan and direct subordinates engaged in personal computer installation and repair tasks.

Ability to train subordinate personnel in related installation and repair tasks.

Ability to objectively and calmly assess personal computer and user problems under pressure, identify viable solutions, clearly communicate them and follow up.

Ability to establish and maintain effective relationships with superiors and other employees.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a four-year college or university with major coursework in computer science and experience in operating computers and related equipment, including supervisory experience; or any equivalent combination of training and experience.