



Office of Human Resources  
IT Technician Supervisor - CI1661  
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### General Statement of Duties

Performs supervision over non-professional Information Technology (IT) technical staff involved in communications, help desk, desktop, or legacy system support.

### Distinguishing Characteristics

This class is distinguished from other supervisory classes by its specific responsibility for supervising non-professional Information Technology staff. The class is specifically distinguished from Information Technology Supervisor which supervises professional IT staff. This class is also distinguished by the following characteristics.

### Level of Supervision Exercised

Supervises two or more non-professional Information Technology staff who do not supervise.

### Essential Duties

Supervises non-professional technical staff to ensure accomplishment of assigned duties and responsibilities. Provides work instruction and assists employees with difficult and unusual assignments and situations.

Performs professional level work on special projects and performs technical level work such as help desk, desktop support, or communications functions when necessary.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules.

Assigns and distributes work, reviews work for accuracy and completeness and makes recommendations for proper completion.

Interviews and selects staff reporting directly to this position; contributes to the establishment of organizational policy regarding employee selection.

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Performs operational and project management work for unit or function, which may include responsibility for contract and/or other personnel.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of the principles of project management sufficient to be able to manage projects.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in applying the principles of staff development to provide staff training and cross training.

### **Education Requirement**

Bachelor's Degree in Information Technology or a related field.

### **Experience Requirement**

Three (3) years of intermediate level or higher Information Technology experience in the functional area to be supervised.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

### **Licensure & Certification**

By position, appropriate Information Technology Certification required.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Handles absentee replacement on short notice.

Occasional pressure due to multiple calls and inquiries.

Pressure due to multiple calls and inquiries.

Subject to long, irregular hours.

Subject to many interruptions.

Subject to pressure for multiple calls, inquiries, and interruptions.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crawling: moving about on hands and knees or hands and feet.

Crouching: bending body downward and forward by bending legs.

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

Feeling: perceiving attributes of objects by means of spoken word.

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Kneeling: bending legs to come to rest on one or both knees.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Mathematical reasoning

Memorization

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Neck Flexion: Moving neck upward/downward.

Oral Comprehension

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Vision: To observe animal behavior, read signs, and reading colors.

Walking: moving about on foot on uneven surfaces.

Walking: moving about on foot.

Written Comprehension.

### Background Check Requirement

Criminal Check

Education Check

Employment Verification  
By position, Motor Vehicle Record

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: I-812**  
**FLSA Code: Y**  
**Established Date: 9/21/2018**  
**Established By: LS**  
**Revised Date:**  
**Revised By:**  
**Class History:**