



Office of Human Resources  
IT Technician Supervisor - LI1711  
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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.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

### **Licensure & Certification**

None

### **Working Environment**

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.  
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.  
Potential exposure to cold temperature, cold enough to cause bodily discomfort.  
Potential exposure to cold weather conditions (indoor/outdoor).  
Potential exposure to conditions that affect the skin or respiratory system.  
Potential exposure to dust.

Potential exposure to extreme temperature changes.  
 Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.  
 Potential exposure to hazardous/toxic chemicals.  
 Potential exposure to hazards from electro/mechanical/power equipment.  
 Potential exposure to hazards of steam and heat.  
 Potential exposure to heat temperatures, hot enough to cause bodily discomfort.  
 Potential exposure to hot and humid work environment.  
 Potential exposure to housekeeping/cleaning agents/chemicals.  
 Potential exposure to infection from disease-bearing specimens.  
 Potential exposure to infections and contagious diseases.  
 Potential exposure to odorous chemicals.  
 Potential exposure to pesticides or fertilizers.  
 Potential exposure to the risk of blood borne diseases.  
 Potential exposure to temperature changes: variations in temperature from hot too cold.  
 Potential exposure to temperature changes: variations in temperature from hot to cold.  
 Potential exposure to unpleasant elements (accidents, injuries, and illness).  
 Extreme cold conditions.  
 Handles emergency or crisis situations.  
 Noise sufficient to cause distraction or possible hearing loss.  
 Personal Safety: aware of surroundings, people, and events.  
 Pressure due to multiple calls and inquiries.  
 Subject to long, irregular hours.  
 Subject to many interruptions.  
 Subject to burns and cuts.  
 Subject to electrical and radiant energy hazards.  
 Subject to hazards of flammable or explosive gases.  
 Subject to injury from moving parts of equipment or vehicles.  
 Subject to precarious or high locations.  
 Subject to pressure for multiple calls, inquiries, and interruptions.  
 Subject to varying and unpredictable situations.  
 Subject to traffic, roadways, and pedestrians.  
 Subject to vibrations and strain on the body to cause bodily harm if endured daily.  
 Temperature Changes: variations in temperature from hot too cold.  
 Temperature Changes: variations in temperatures from hot too cold when works in field.  
 Wet: frequent contact with water or other liquid.  
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.  
 Works in precarious or high locations

### Level of Physical Demand

For DPL Positions Specifically:  
 3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.  
 Balancing: Maintaining equilibrium.  
 Carrying: Transporting or moving an object.  
 Climbing: Ascending or descending an object or ladder

Color Vision: Ability to distinguish and identify different colors..

Crawling: Moving about in a low or crouched position.

Crouching: Positioning body downward and forward.

Depth Perception: Ability to judge distances and space relationships..

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hazards: Conditions where there is danger to life, body and/or health..

Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Physical Strength: Exerts force to transport objects of 50 pounds [or insert appropriate weight] or more.

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

Pushing: Exerting force upon on object so that it moves away from the person.

Reaching: Extending the hands, arms, or other device in any direction.

Repetitive Motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Stamina: Ability to work over long periods of time without tiring.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

**Background Check Requirement**

Criminal Check  
Education Check  
Employment Verification  
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: I-812**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**