

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	IT Solutions Supervisor		
<b>Job Code:</b>	PR1811	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	707	<b>Date Reviewed:</b>	06/17/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Participates in the planning, management and administration of the activities, operations and staff of the department. Coordinates assigned activities with divisions, departments and outside agencies; provides highly responsible and complex administrative support for the other management team members; manage large technology projects.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Administers business requirements; ensures achievement of business objectives; evaluates IT systems; and recommends and implements policies, standards and documentation procedures.
3. Provides customer support for problem identification and resolution; interfaces with technical personnel; communicates issues and informs customers of progress; and performs follow-up to verify resolution.
4. Participates in the design and building of new services/support; attends and participates in professional group meetings; and reviews materials and publications to remain up to date on current and emerging technologies.
5. Assesses departmental needs and recommends equipment and software to purchases; prepares bid specifications and evaluates vendor bids; and recommends appropriate action to maintain current and up to date capabilities.
6. Maintains contracts with outside vendors, service and maintenance agencies for information systems and communications equipment; manages outside contracts and monitors work of contractual agencies; maintains records of warranties, service and maintenance for equipment; and maintains inventory of equipment.

7. Participates in the development and administration of the department's annual operating and financial plans; participates in the forecast of funds needed for staffing, equipment, materials and supplies; and monitors expenditures.
8. Provides accurate reports and metrics to management on status and possible budget impacts of on-going projects and agreements.
9. Performs other related duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Principles and practices of project development and management.
- Methods and techniques of statistical data collection and analysis.
- Methods and techniques of user relations.
- Principles and practices of systems and network operating system implementation and support.
- Principles and procedures of financial reporting.
- Principles and procedures of management systems and reporting.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State and local laws, codes and regulations.
- City personnel policies and procedures.
- IT applications, processes, software and equipment.

- **Skill in:**

- Organization and time management.
- Strategic planning.
- Delivering presentations.
- Customer service.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Assist in supervising and directing a comprehensive information technology services organization.
- Develop and administer departmental goals, objectives and procedures.
- Analyze and assess programs, policies and operational needs and make appropriate adjustments.
- Analyze data and information; draw conclusions; propose responsive actions.
- Identify and respond to sensitive community and organizational issues, concerns and needs.
- Plan, organize, direct and coordinate the work of team members.
- Delegate authority and responsibility.
- Select, supervise, train and evaluate team members.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Research, analyze and evaluate new service delivery methods and techniques.
- Prepare clear and concise administrative reports.
- Participate in the preparation and administration of large and complex budgets.
- Operate a computer and other office equipment; develop graphic presentations.
- Maintain confidentiality of certain City information.
- Establish and maintain effective working relationships .

## **MINIMUM JOB REQUIREMENTS**

Associate's degree from an accredited college or university with major course work in Computer Science, Management Information Systems, Business or a related information technology field and five years of increasing responsible experience in communications, security and/or computer operations, including two years of administrative and supervisory responsibility.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.