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Job Specification

SUPERVISOR INFORMATION TECHNOLOGY

DEFINITION:

Under the general supervision of a manager in an information technology organization, supervises and directs the operation of a Network support unit (mainframe and/or client server environment) of at least five (5) employees responsible for development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), and the provision of tier 3 technical support to end users. Provides lead support in the diagnosis and resolution of complex operational problems; directs problem diagnosis; supervises the monitoring and allocation of staff resources, the use of productivity aids, and the maintenance of software and hardware in mainframe and/or client/server environments with related peripherals; plans, evaluates, tests, implements and maintains network technology solutions as appropriate for the technology unit assigned; and does related work as required.

NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

This title is not intended to classify positions solely responsible for supervising primary Helpdesk operations.

Tier 3 technical support provides support on the most complex hardware and operating system software problems.

EXAMPLES OF WORK:

Supervises the information technology unit's activities in the areas of development, testing, implementation, maintenance, and specialized support. Examples of these technology units include, but are not limited to: Server Administration, Networking (LAN/WAN), Information Systems management, Hardware and Software deployment, and End-user technologies.

Supervises the work operations of upgrades, patches and/or conversion of hardware and server/device operating systems, data communications devices, and/or telecommunication devices or systems as related to the technology unit assigned.

Supervises staff in the administration of electronic mail, calendar, and/or other productivity support systems.

Supervises the administration of user access to systems and/or network equipment related to the technology unit assigned.

Takes the lead in complex application, systems, and data communication performance evaluations.

Supervises the technical response to systems/operations errors identified by server logs and/or network devices.

Administers the implementation of network and/or personal computer security systems and monitors network intrusions.

Oversees Wide Area network administration.

Supervises the backup and disaster recovery services for the unit assigned.

Directs the diagnosis and repair of equipment related to the technology unit assigned.

As appropriate, plans for capacity of all related equipment and operations for the technology unit assigned and provides for ongoing monitoring.

Plans, develops, tests, implements, and maintains software and systems as appropriate for the technology area supervised.

Takes the lead in complex network/data communications/telecommunications design functions as related to the technology unit assigned.

As appropriate, participates or take the lead in the development of Request for Proposals/Request for Information (RFP/RFI) or serves as the department's technical representative on evaluation committees.

Supervises the maintenance of accurate and up-to-date system documentation.

Supervises the maintenance of essential network services, including but not limited to, file, print, Internet, access to applications, imaging systems, remote network access, and mainframe gateways.

Directs the performance monitoring, configuration, troubleshooting and tuning of network and network-attached devices for the technology unit assigned.

Develops and implements and enforces system standards and procedures related to the technology unit assigned.

Directs staff in complex troubleshooting assistance and problem resolution to end-users.

Provides assistance to professional end-users with technology solutions that support the business function and increase productivity.

Directs staff in the tracking and maintenance of hardware and software inventory.

Supervises the maintenance of staff work-flow systems that track and respond to user requests.

Directs staff in the administration of user access to the network and related services.

Provides Security Administration, examples include: ensuring that staff conforms to the application of appropriate virus protection strategies, patch management strategies, and firewall management.

Maintains an awareness of state-of-the-art developments in hardware and vendor-supplied software and maintains contacts with vendor and professional societies of the technology unit assigned.

Maintains knowledge of related emergent technologies and evaluates vendor products for potential use within the agency for the technology unit assigned.

Directs the maintenance of the highest levels of network security and data integrity including anti-virus countermeasures.

Utilizes various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Participates in the strategic planning initiatives within the organization.

Provides information for the preparation of an annual budget related to the unit assigned.

Prepares clear, accurate and concise technical reports including findings, conclusions, and recommendations.

Provides technical assistance to the other information technology units within the organization in the testing and debugging of various interrelated systems and programs.

Monitors and tracks hardware and software purchases, and related maintenance agreements.

Supervises the work operations and/or functional programs for the unit assigned.

Coordinates, supervises, and oversees the work assigned to staff within the unit assigned.

Recommends the hiring, termination, promotion, demotion and/or discipline of employees for the technology unit assigned.

Completes employee evaluations and creates development plans. Responsible for the ongoing development of employees assigned through the identification of training needs, development of training plans, evaluations of effectiveness of training, and through the development and implementation of on-the-job employee development strategies.

Promotes harmonious relations between operational units.

Will be required to learn how to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

REQUIREMENTS:

NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Nine (9) years of professional experience in an Information Technology Operational Support unit for a large public or private information processing facility, including at least three (3) years of experience with an information technology operational support unit supporting a multiplatform Client Server LAN or WAN environment or Mainframe operation.

OR

Possession of a bachelor's degree from an accredited college or university; and five (5) years of the above-mentioned professional experience, including at least three (3) years of experience with an information

technology operational support unit supporting a multiplatform Client Server LAN or WAN environment or Mainframe operation.

OR

Possession of a master's degree in information technology or related studies; and four (4) years of the above-mentioned professional experience including at least three (3) years of experience with an information technology operational support unit supporting a multiplatform Client Server LAN or WAN environment or Mainframe operation.

SUBSTITUTIONS:

NOTE: Thirty (30) semester hour credits in Information Technology may be substituted for one (1) year of experience.

NOTE: Evidence of formal training received from or evaluated by an accredited institution of higher learning may be submitted with your application. Applicants must provide documentation from the accredited institution that clearly outlines the training course(s) that are acceptable and the corresponding number of credit hours for the training to be accepted. In-house courses (such as training provided on the job or through the appointing authority) will not be accepted.

NOTE: "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

LICENSE:

Appointee will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

KNOWLEDGE AND ABILITIES:

Knowledge of computer systems hardware and operating systems.

Knowledge of specialized systems management software and associated hardware devices.

Knowledge of network administration.

Knowledge of Three-tier environment system configuration and management requirements.

Knowledge of system access methods.

Knowledge of information technology and telecommunication network equipment and software.

Knowledge of end-user hardware and software technologies.

Ability to supervise the troubleshooting of complex hardware and software problems.

Ability to supervise the evaluation, testing, configuring, and implementation of new hardware and software technologies.

Ability to learn, develop, implement, and compose information technology organizational operational policies, procedures, goals, and objectives.

Ability to effectively supervise, motivate, and evaluate the performance of staff assigned to the unit.

Ability to analyze and evaluate operational reporting and measurements.

Ability to prepare clear, accurate and concise technical reports.

Ability to work effectively with various levels of agency personnel.

Ability to coordinate required staff training.

Ability to supervise the maintenance of essential records and files.

Ability to learn how to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, and communicate in English sufficiently to perform duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible if they can perform the essential functions of the job with or without reasonable accommodation. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

This job specification is applicable to the following title code:

Job Spec Code	Variant	State, Local or Common	Class of Service	Work Week	State Class Code	Local Class Code	Salary Range	Note
10334		L	N		N/A	30		-

This job specification is for **local** government use only.
Salary range is only applicable to state government.
Local salaries are established by individual local jurisdictions.

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