Classification: Computer Information Technology Supervisor I
Technical Support Unit (TSU)
Title Code: V08006
Pay Range: 30

POSITION SUMMARY:

This is a supervisory position providing advanced, specialized and highly skilled technical, professional and consultative work in the support and coordination of computer information technology (CIT) services and activities. An employee in this position provides advanced senior-level technical expertise in personal computer (PC) administration and end-support focused in installation, maintenance, and administration of a critical public safety data center infrastructure requiring high availability to maintain agency operations and life safety. This position serves as a first-line supervisor over PC administration and end-user support functions, and serves as a mentor to other staff mentors within TSU. Work is focused on assisting with the installation, administration, maintenance and support of public safety computing equipment, to include operation of a 24/7/365 call center. Duties may also include implementation of recommendations, project management and/or provision of technical consultative services. This position serves as Tier 3 support in TSU, and work is performed under general supervision; however, the employee is expected to exercise initiative and independence in the performance of assigned responsibilities.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, assigns, supervises, reviews, and evaluates of assigned computer information technologists/specialists.

Evaluates workforce and resource needs of assigned staff.

Administers support of highly complex personal computing device support and deployments, to include long-term and short-term project and system planning, installation, maintenance, and administration of end-user devices and associated peripherals.

Oversee the daily operations of the PC support and Patrol's technical call center functions to maintain 24/7/365 coverage.

Provides technical and supervisory expertise to successfully meet TSU project objectives and deadlines.

Supervises and leads assigned teams and/or projects, to include analyzing, implementing, documenting, testing, and maintaining devices and procedures.

Implements the installation and maintenance of various personal computing devices and associated peripherals to include: personal computers, in-car video, authentication devices, printers, scanners, cellular technologies, etc.

Serves as team leader in providing technical and customer support related to PC administration and support.

Mentor and develop other staff members within the TSU, to include direction and acumen relating to the installation, relocation, repair, and maintenance of supported hardware and software.

Researches, reviews, recommends, and prepares requests for proposals and/or bid specifications for hardware and/or software purchases.

Conducts in-depth (forensic) investigations regarding end-user device issues, to include overseeing and/or analyzing, designing, testing, and implementing configuration changes and patches.

Documents, reviews and updates technical support policies and procedures by reviewing, interpreting and applying industry standards.

Maintains an operational schedule in order to maintain 24/7/365 tier 1, tier 2 and tier 3 level coverage for all assigned support responsibilities.

Provide leadership necessary to motivate and grow employees while promoting a positive work-culture with a direct focus on quality of life.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the principles of PC administration and end-user support as well as systems analysis, design, testing and documentation.

Thorough knowledge of the general operating principles and capabilities of computer hardware and software.

Thorough knowledge of computing fundamentals, operating system configuration, and general troubleshooting.

Thorough knowledge of various operating systems and ticket tracking platforms.

Thorough knowledge of PC related standards and industry best-practices.

Thorough knowledge of PC configuration and general troubleshooting techniques.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of the agency's automated information systems.

Considerable knowledge of the agency's functions and their interrelationships.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Possess excellent customer service and communication skills.

Possess good organizational skills.

Possess research and analysis skills.

Possess leadership skills necessary to act as an effective leader and mentor to other unit employees.

Ability to utilize project management skills.

Ability to train and lead less experienced personnel.

Ability to create and present materials for training programs.

Ability to prepare and interpret computer program documentation.

Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to troubleshoot and resolve hardware and/or software problems.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's from an accredited four-year college or university with at least fifteen (15) credit hours in Computer Science, Computer Information Systems, Information Technology, or related field; AND five years of

experience in the areas of information technology, such as database administration, operating system (OS) and application patching, active directory, email administration, back-up technologies and procedures, and other concepts vital to maintaining the 24x7 operation of a critical infrastructure data center.

Preference may be given to those possessing experience and/or certification(s) in Microsoft, Linux, Cloud Computing, Virtual Server administration, and related technologies.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority. Work schedules may require shift work on day, evening or midnight shifts and/or include weekend and holiday shift rotation.