



## POSITION DESCRIPTION

**TITLE:** Information Services Supervisor      **LAST UPDATED:** 09/23/2011  
**DEPARTMENT:** Information Technology      **JOB CLASS:** 54  
**REPORTS TO:** Information Services and GIS Manager      **FLSA DESIGNATION:**

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**Summary:** Under general supervision of the Information Services and GIS Manager, the Information Services Supervisor will act as the supervisor for Application Support Analysts as well as act as the primary system administrator for assigned systems. This includes providing guidance and oversight for the implementation, support, and configuration of all software solutions in addition to training, providing user help, writing reports, and adding functionality to user systems as required. This position will also be responsible for providing support on secondary systems including serving on implementation team, gathering requirements, managing reporting portal, and coordinating the training program.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.*

### **Essential Job Functions:**

- Provides leadership and management to the IS Team.
- Acts as the primary system administrator for systems assigned.
- Collaborates with user departments to identify needs and gather requirements for system enhancements as they pertain to assigned systems.
- Conduct thorough evaluation of enhancements and upgrades.
- Completes installation of systems, troubleshooting any identified issues.
- Adheres to change management policies to minimize the impact of changes.
- Trains user departments on the optimal use of systems.
- Provides end user support.
- Participates in resolution of system problems on assigned systems.
- Develops, documents, and maintains problem resolution procedures for various systems.
- Provides reporting services for assigned systems.
- Assists in the coordination and documentation of a training program.
- Serves on implementation team of secondary systems.
- Serves as a resource for gathering requirements for business units within the City.
- Becomes knowledgeable of the capabilities of all city systems, having a clear understanding of their capabilities and how they interact to identify additional integration opportunities.
- Evaluates and counsel subordinates regarding discipline and other problems
- Completes performance evaluations on subordinate employees.

### **Other Important Duties:**

- Acts as the alternate system administrator for legacy and other systems.
- Travels to off-site meetings, conferences and training.
- Performs other related duties as assigned.
- May serve on various technology and organizational teams as needed.
- Regular and consistent attendance for the assigned work hours is essential.



**Required Knowledge and Skills, and Abilities:**

- Ability to troubleshoot research and solve technically challenging problems involving integrated systems.
- Ability to understand business processes and issues throughout the City.
- Ability to communicate clearly and concisely, both verbally and in writing about technical subjects to non-technical users in a manner in which they can easily understand.
- Customize and configure specific applications in response to department/client needs; install and debug new and/or upgraded software on server and client platforms.
- Ability to create complex reports using SQL Server Reporting Services and/or Crystal Reports.
- Ability to create automated tasks using VB Script, C#, or C++.
- Knowledgeable with the Visual Studio Suite of products including Integration Services, Reporting Services, Analysis Services and Form Services.
- Maintain a broad knowledge of the Microsoft environment.
- Willingness to be a team member with ability to oversee work of other team members.
- Skill in effectively managing and prioritizing multiple projects.
- Skill in resolving customer complaints and concerns.

**Preferred Education, Experience, and Certifications**

- Bachelors Degree in Business Administration, Computer Information Systems, Database Administration, or related field; and six (6) years progressively responsible work experience as a business analyst, system administrator, preferably in a Microsoft environment; two (2) years of which are in a lead or supervisory role; **or** equivalent combination of education and experience.
- Experience in a municipal environment is preferred.
- Must pass a pre-employment drug screen, criminal background check, MVR check and physical agility assessment.
- Must possess a valid State of Texas Drivers License.

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed in an office environment.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting when installing or inspecting integrated hardware and software with other City departments.

**Equipment and Tools Utilized:**

- Equipment utilized includes personal computer, copier, calculator, fax machine, and other standard office equipment and department vehicles.