



CITY OF INGLESIDE JOB DESCRIPTION

Information Technology Supervisor

Department: Information Technology
FLSA Status: Non - Exempt
Effective Date: 05/13/2020

POSITION SUMMARY

Performs complex skilled technical work assisting with the installation, maintenance and support of network systems hardware and software, monitoring backup procedures providing computer system support to users, troubleshooting and solving system problems, maintaining records and files, and related work as apparent or assigned. Work is performed under the general direction of the City Manager. Continuous supervision is exercised over IT Technician and Website Designer/Technician.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Builds, troubleshoots, and repairs personal computers, servers, and peripheral equipment; performs diagnostic work; resolves issues related to use of equipment or software; assists with implementation of network and software security measures.
- Oversees, manages, and programs the City's telephone system; adds new lines and trains and supports staff; installs data and phone lines, jacks, and network cabling; redirects network cables as needed.
- Researches, evaluates, and recommends purchase of computer systems and components; assess needs and provides justification for purchases.
- Prepares quotes and purchase orders for approval; orders hardware and software based on departmental needs.
- Oversees the IT department budget, monitors expenses.
- Assigns, directs, trains, and inspects the work of staff; rewards, disciplines, coaches, counsels, and evaluates staff performance; develops staff schedules; recommends transfers, promotions, suspensions, terminations, and demotions.
- Manages local area and wide area network resources and configuration
- Assists in the development and implementation of long-range technological goals.
- Complete assigned health and safety courses to create a safe work environment

SUPERVISION RECEIVED AND EXERCISED

- Under the direction of the City Manager

EDUCATION AND EXPERIENCE REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education – Bachelor’s degree with coursework in computer science, or related field

Experience – Considerable experience in network and systems administration, or equivalent combination of education and experience.

License or Certificate – Valid driver's license in the State of Texas.

Required Education	Bachelor’s Degree
Required Experience	Considerable Experience
Combination OK?	YES

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Thorough knowledge of network installation, operation, and maintenance.
- Thorough knowledge of the operation uses and capabilities of electronic data processing main and peripheral equipment.
- Thorough knowledge of hardware or software procedures and techniques.
- Thorough knowledge of integrated telephone system.
- Thorough knowledge of the functions and operating of City departments as it relates to the technological needs of the organization.
- Thorough knowledge of the operation of personal computers and other computerized systems.
- Ability to write clear and concise reports.
- Ability to analyze software programs and recommend program adjustments.
- Ability to communicate effectively orally and in writing.
- Ability to maintain effective working relationships with associates, contractors, consultants, vendors, and the public.

PHYSICAL DEMANDS

The physical demands herein 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 these essential job functions

- This work requires the frequent exertion of up to 50 pounds of force and occasional exertion of up to 100 pounds of force;
- Work regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, stooping, kneeling, crouching or crawling, reaching with hands and arms and repetitive motions, frequently requires sitting and lifting and occasionally requires climbing or balancing;
- Work has standard vision requirements;
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word;
- Hearing is required to perceive information at normal spoken word levels;
- Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities;
- Work is generally in a moderately noisy location (e.g. business office, light traffic).

Weight	50 lbs.
Environment	Moderate noisy
Physical Activity	Moderate

Personnel and Policy Handbook section 3-C

“all new employees are required to complete the FEMA IS-100, IS-200, and IS-700 within the first six (6) months of employment. All supervisors and managers are also required to complete the FEMA IS-300 and IS-400 within six (6) months of holding position.”

Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position. Nothing in this job description restricts management’s right to assign duties and responsibilities to this job at any time. The omission of specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.

Employee Signature

Date