



# City of Tempe

## INFORMATION TECHNOLOGY SUPERVISOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	418	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$89,715
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$121,115
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	IT Manager
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives direction from the Information Technology Manager or from other management staff.  
 Exercises direct supervision over professional and technical staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Five years of professional experience in one of the following areas of IT: Networking, IT Operations, Systems Administration, or Application Services. One year of supervisory or team lead responsibilities.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major coursework in Information Systems, Information Technology, Business Administration or Public Administration or a degree related to the core functions of this position.  Completion of a leadership development program within the past 24 months or the successful completion of a supervisory training program within 12 months of hire.
<i>License / Certification:</i>	<b><i>When assigned to Project Management:</i></b>  Possession of, or required to obtain within 12 months of hire or promotion, Certification as a Project Management Professional from the Project Management Institute.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the activities within the assigned section of the Information Technology Division; to provide technical advice to the Information Technology Manager concerning the design, planning and management of technology; to effectively manage the resources necessary to resolve customer's complex business and automation issues

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the section's activities; implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of technical staff involved in the planning, design, implementation, operation, and maintenance of applications and technology platforms to deliver services.
- Plan, prepare and administer the section budget and participate in the administration of the Department budget; submit recommendations and justifications for budget expenditures for new software and equipment; anticipate future expenditures based on the City's technology needs; monitor and control expenditures.
- Prepare and present reports to include new and improved hardware and software, status on projects, key indicators, staffing, and budget status; conduct feasibility studies regarding computer systems and programs.
- Assist in preparing technical data for, and review/approve of, bids and purchase requests.
- Confer with IT Solutions Architects to align technology with the goals and objectives of the various city departments; analyze and recommend software and hardware purchases; procure and implement approved technology solutions.
- Monitor technology trends and anomalies; keep informed of current industry practices and technologies related to delivery of information technology services.
- Perform project management duties as required; act as liaison between Information Technology sections and various user departments to develop and implement technology solutions.
- Direct resources to provide timely and efficient end-user support; track work tickets to ensure their timely resolution; administer and maintain a project and application portfolio system for the supervised section; manage assets assigned to the supervised section.
- Perform complex technical duties as necessary; resolve problems related to system design and operation using various diagnostic tools and devices; maintain statistical information regarding system performance and up-time.

- Develop and implement administrative tools, procedures, and growth metrics required to meet the objectives and standards set forth by the Division; ensure that section work plans align with the business needs of the department and the city; work with other Information Technology section supervisors to ensure system requirements are met for proposed business solution.
- Maintain and monitor the security of the City of Tempe computing environment and applications; ensure compliance with all local, state, and federal regulations.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Attend professional meetings and seminars as required.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

**When assigned to Project Management:**

- Supervise a team of project managers that oversee Information Technology projects for the City.
- Provide leadership, mentoring and technical expertise to the project management teams.
- Provide supervision for setting project priorities, work assignments, project scheduling and project quality performance review.
- Direct and monitor IT project work efforts and identify resources needs.
- Oversee project management processes and methodologies to ensure that projects are handled consistently, completed on time, within budget and meet quality and customer standards.
- Ensure adherence to the City's IT project management methodology, tools and documented processes adopted by the IT Project Management team.
- Maintain and manage an IT projects portfolio using division specified PPM tools.
- Design, develop and maintain project management templates and guides for use by the IT Project Management team.
- Consult with department managers relative to operational and information integration needs.
- Participate in the planning of IT strategic goals.
- Prepare and present status reports on IT project and initiatives.
- Assist with resolving procedural, operational and other project-related problems.
- Attend professional meetings and seminars as required.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Operates city pool vehicles.
- Works in a stationary position for long periods of time – sitting in a chair behind a desk for five or more hours a day.
- Operates computers, calculators, and other office machines such as shredder, FAX, multifunction copier, label maker, and phone.
- May require working extended hours – may include working late or coming in on weekends.

- May work alone for extended periods of time.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Created 05/04/12 (Merged Data Center & Network Ops Supvr, Applications Supvr & Systems Admin Supvr into IT Supvr)*  
*Revised August 2015 (additional Project Management assignment)*