

CITY OF GLENDORA

INFORMATION SYSTEMS TECHNOLOGY SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, coordinates and supervises City or Police Department installation, maintenance and repair of microcomputer software, equipment and peripherals; maintains and manages assigned hardware and software inventory; recommends and implements policies and procedures for information and statistical report processing functions; systems functions; establishes and maintains liaison to Police Department or other City departments in the development and implementation of information systems, telephone systems, and wireless communications systems; assists in the preparation and administration of the information systems budget; supervises assigned personnel; performs related duties as required.

ESSENTIAL JOB FUNCTIONS

These functions may not be present in all positions in this class. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

1. Recommends and implements policies, procedures and standards relating to computer activities; provides staff assistance in the implementation of project recommendations. (a b c g h k l m)
2. Supervises the development, design, installation, repair and maintenance of hardware and software systems to meet the needs of user departments; determines information requirements and further defines the nature of projects. (a b c d e g h j k m n o p q)
3. Prepares feasibility and needs assessment studies to address the current and future information systems needs of user departments. (a b c g h k l m n o q)
4. Conducts research and performs analysis; prepares and presents reports regarding project feasibility studies, equipment utilization, project development and cost applications. (a b c g h k l m n o q)
5. Advises and provides technical assistance to City or Police Department personnel and subordinates regarding information systems related issues, information systems applications, services or equipment; supervises and participates in the training of City or Police Department personnel in the uses and capacities of information systems equipment. (a c d e f g h i j k m n o p q r)

6. Manages WAN (Wide Area Network) and LAN (Local Area Network) operations, and applicable routers, switches, firewalls, servers, and related software. (a c d g h i j k m n o q r)
7. Maintains the City's logical and physical security strategy; proactively implements policies, configurations and patches to information technology to drastically reduce the risk of internal or external malicious data tampering. (a c d g h i j k m n o p r)
8. Designs, implements and maintains an effective mission-critical data back-up strategy and disaster contingency. (a b c d h j k l m n o p q)
9. Supervises and participates in the procurement process by planning for future supply needs, maintaining inventory of supplies, researching and preparing bid specifications, inviting vendors to bid and accepting bids; researches, evaluates and makes recommendations on information system acquisitions. (a b c d g h j k l m n o q)
10. Assigns work to subordinate personnel, providing instructions and answering questions; coordinates the scheduling and completion of work by determining operational priorities and resolving workload problems; reviews work for accuracy and completeness; evaluates work techniques and methods for conformance to established standards. (a c d e g h i j k m n o)
11. Participates in the selection of employees; conducts staff training and development; reviews and evaluates employee performance. (a c d e f g h j k m)
12. Participates in the development and administration of the information systems budget; prepares budget projections. (a g h l m n o)
13. Responds to calls related to computer problems. (a d g i j k m n p r)
14. Maintains professional proficiency in information systems technologies and certification to be able to meet current needs and plan for future needs. (a l m o)
15. Provides assistance to public, committees, and other agencies; responds to inquiries and provides information regarding City or Police Department policies, procedures and other information relating to information systems; attends meetings, conferences and trainings related to information systems. (a d g h j)
16. Supervises the installation, repair, maintenance, inspection, and adjustment of mobile base stations, portable radios, satellite receivers, communications consoles, alarm circuits, closed circuit video, public address system, vehicle emergency and siren systems, vehicle radios and antennas, and facilities systems, including generator. (a j o p r)

REQUISITE ABILITIES

The following generally describes the abilities required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- a. Communicate clearly and concisely, both orally and in writing.
- b. Research and prepare complex and technical reports on information systems or other subjects.
- c. Develop, revise and utilize systems and procedures.
- d. Plan, direct and coordinate information systems activities.
- e. Select, train, supervise and evaluate employees.
- f. Provide liaison to other City or Police Department personnel, other agencies and the public; establish and maintain effective relationships with others, including the community at large, the City Council and other public officials; professionally represent the City or Police Department in a variety of meetings.
- g. Make decisions regarding operational and personnel functions.
- h. Operate programs within allocated amounts. Plan and enforce a balanced budget.
- i. Respond to emergency and problem situations in an effective manner. Deal constructively with conflict and develop effective resolutions.
- j. Understand, explain and apply policies and procedures.
- k. Analyze unusual situations and resolve them through application of management principles and practices and in accordance with City or Police Department policies and procedures.
- l. Develop comprehensive plans and procedures to meet and address future City or Police Department needs and services; develop new policies impacting City or Police Department operations.
- m. Independently analyze informational requirements and needs, examine alternatives, develop and implement recommendations and programs within budgeted amounts.
- n. Perform complex professional administrative and analytical work requiring sensitivity to issues.
- o. Make decisions concerning equipment needs, scope of assignments, and allocation of computer time.

- p. Resolve complex mission critical issues or unusual situations without the aid of external technical support.
- q. Maintain a variety of records and an adequate supply inventory.
- r. Occasionally use hand tools to install, repair, and maintain a variety of equipment.

MARGINAL FUNCTIONS

These are position functions which may be changed, deleted or reassigned to accommodate an individual with a disability.

QUALIFICATIONS GUIDELINES

Education and/or Experience *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:*

A Bachelor's degree or equivalent with major work in computer science, information systems management, or related field, or certification as a Microsoft Certified Systems Engineer, and at least five years of responsible experience in information systems and network administrative experience.

Positions in the Police Department require background checks and appropriate security clearance.

Knowledge and Skill Levels

Knowledge of UNIX and Windows operating systems. In-depth knowledge of methods of securing network infrastructures from physical, social and network security threats and eliminating system vulnerabilities. Considerable knowledge of information systems development, design and implementation. Knowledge of methods, materials, and equipment used in the construction, repair, and maintenance of radio communications systems and related devices associated with mobile radio operations. Knowledge of Federal Communications Commission regulations. Wide experience with the administration and operation of personal data assistants, personal computers, and network equipment. In-depth knowledge of TCP/IP communication protocols in WAN/LAN environments. Knowledge of client server computing strategies, methods of implementing digital systems to increase staff efficiency, project management, and budget preparation and administration. Considerable knowledge of systems and programming, including knowledge of data base systems and languages compatible with the City or Police Department's computer systems; methods, principles and practices as related to business and management information systems, municipal administration, and governmental accounting and auditing; principles of research, statistical analysis, and report presentation. Able to execute effective supervisory practices. Working knowledge of the principles of administration and budget management, City or Police Department policies and

procedures, general office procedures, operation, application, and care of information systems equipment.

Special Requirements

May be required to work on call (nights and weekends) to respond to emergency and problem situations.

Possession of or ability to obtain a Class C California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions 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 the essential job functions.

Environment: Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with a variety of City staff and others. At least minimal environmental controls are in place to assure health and comfort.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.