

Intercity Transit Information Systems Supervisor

BAND C	GRADE 4	SUBGRADE 3
DEPARTMENT: Administrative Services	DIVISION: Information Services	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Chief Information Officer	SUPERVISION EXERCISED OVER: Network Systems Analysts	PAY GRADE: C43
<p>SUMMARY: This position is responsible and directly supports the analysis, architecture, installation, development and maintenance of a variety of communication, information and data base solutions. Other responsibilities include more complex IS support issues; communicating with users and Information Services staff; preparing and providing training and documentation for IS staff and end users; performing, monitoring and maintaining backup and disaster recovery systems and procedures. Supervises and monitors the activities of the Information Systems operations and staff.</p>		
<p>DISTINGUISHING CHARACTERISTICS: The Information Systems Supervisor oversees solutions that are of value to the organization and creates plans for solution implementation, present opportunities and solutions to management for consideration. The Information Systems Supervisor must understand and determine the service, hardware and software necessary to meet Agency needs and stays current on the latest technology.</p>		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Supervises staff to include: prioritizing and assigning work; ensuring employees follow policies and procedures; assists in making hiring, termination, and disciplinary decisions and recommendations. Evaluates the work of other analysts for completeness, accuracy, timeliness, and functionality based on industry best practice.	Daily 10% (C4)
2.	Provides leadership and technical expertise in the supervision of assigned analysts. Supports other Information Systems staff with complex support issues.	Daily 10% (C4)
3.	Oversees and maintains existing agency systems and networks through monitoring (automated) and establishing a schedule of proactive maintenance activities to include systems and software security patching and version upgrades.	Weekly 10% (C4)
4.	Oversees the technical management of Agency infrastructure and cloud-based systems. Serve as the subject matter expert on networking, systems administrations and technology integrations.	Weekly 10% (C4)

Intercity Transit Information Systems Supervisor

5.	Develops staff, assist with building effective teams, and foster collaboration across work units; build and maintain strong working relationships with customers.	Daily 5% (C4)
6.	Oversees the technical and operational aspects of the backup strategy and disaster recovery efforts.	Weekly 5% (C4)
7.	Serve as project manager for division and monitor project deliverables, milestones, and deadlines.	Weekly 10% (C4)
8.	Gathers requirements, design, architect, and document new technology deployments. Additionally, document all existing systems for architectural reference.	Weekly 10% (C4)
9.	Oversees the IS after hours on-call rotation to provide adequate after hour support.	Weekly 5% (C4)
10.	Performs Business System analysis; consults and meets with customers to determine needs; assist users in resolving problems; evaluating solution alternatives and presenting solutions opportunities to management.	Weekly 5% (C4)
11.	Manages hardware and software related to communications of all types used by the Agency. Ensures user problems involving hardware/software are addressed in a timely manner; diagnoses problems, completes on-site repairs providing the user with replacement equipment if required and/or repairs and follow-ups.	Weekly (C4) 10%
12.	Coordinates the efforts of vendors, contractors and staff to ensure maximum use of equipment and continuation of service with minimum system down time.	Weekly 5% (C4)
13.	Gives verbal or written instruction to customers of varying degrees of technical expertise on the proper use and care of the hardware and software. Provides user-training sessions on new and existing software and technology.	Weekly 5% (C4)
14.	Serve as backup to Information Systems Manager/Chief Information Officer.	As needed (C4)

Intercity Transit Information Systems Supervisor

15.	Attends, chairs and supports a variety of meetings with the Agency	As needed (C4)
16.	Performs other duties as assigned.	As needed (C4)
17.	Meet regular time and attendance standards.	Always

Knowledge (position requirements at entry):

Expert Knowledge of the following:

- Effective team building
- System performance and reliability principles;
- Network systems;
- Storage systems;
- Applicable operating systems;
- Applicable hardware devices and drivers;
- Telephony principles and practices;
- Asset management practices;
- Current technology developments and trends.

Skills (position requirements at entry):

Skill in:

- Providing excellent customer service;
- Effectively directing the work and activities of assigned staff
- Leadership skills, organizational skills & teamwork
- Communication and interpersonal skills as applied to interaction with assigned staff, supervisor, co-workers, and the general public to meet the needs of the agency.
- Assessing workload, prioritizing tasks and managing work flow.
- Administering systems and networks;
- Analytical skills related to complex network and systems integrations;
- Defining problems, collecting data, establishing facts, drawing conclusions, and making appropriate recommendations;
- Attention to detail;
- Installing and maintaining a variety of hardware, software, and peripheral equipment;
- Operating computers and related software applications;
- Troubleshooting and resolving hardware, software, network, and peripheral problems;

Training and Experience (position requirements at entry):

Associates Degree and four years of progressively responsible network and systems administration expertise experience; and two years leading teams of two or more; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Intercity Transit Information Systems Supervisor

Licensing Requirements (position requirements at entry):

The ability to respond in a timely manner to issues arising throughout the Intercity Transit service area on a 24-7 basis.

Effective May 18, 2009: Must pass a Washington State Patrol and/or other agency type background check.

Physical Requirements:

Positions in this class typically require: stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Incumbents may be subjected to moving mechanical parts, workspace restrictions, and travel.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Prepared by Human Resources (10/19/09)

Date Approved by the ITA: 11/04/09

Date: 05/2017 One IS position re-classed to Senior position due to DB changes in duties/essential functions.cd

06/2020: Title change from Senior Network Systems Analyst to Information Systems Supervisor and added/revised duties. SJB