

INFORMATION TECHNOLOGY INFRASTRUCTURE SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of assigned information technology staff performing professional and technical support related to the installation, maintenance, and upgrade of information technology infrastructure systems such as hardware, software, telecommunications, security, servers, and networks; administers short and long-range information technology planning activities; manages the effective use of assigned resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Director of Information Technology and Facilities in areas of expertise; performs related work as required for the Santa Clara County Housing Authority (Agency).

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Director of Information Technology and Facilities. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff in the Information Technology Unit. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility, involving frequent contact with the public. This class is distinguished from the Assistant Director of Information Technology and Facilities in that the latter has overall responsibility and management of Information Technology and Facilities Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, supervises, and oversees the daily functions, operations, and activities of infrastructure services in the Information Technology unit including agency-wide physical and virtual network and server infrastructure and data storage, hardware, software, security, and telecommunications systems.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; determines and recommends staffing needs; selects, trains, motivates, and evaluates assigned staff, mentors and provides feedback to correct deficiencies, engages in succession planning and leadership development, and implements discipline and termination procedures.
- Ensures compliance with all applicable regulations, standards, policies and procedures; develops and implements internal mechanisms for the continuing review of services administered, recommends improvements and modifications and prepares various reports on staff activities and projects.
- Develops and implements goals, objectives, policies, and priorities; recommends and administers policies and procedures; participates in deliberations to address operational and change management issues as they relate to Agency-wide and departmental information services; assists in developing and implements adopted information technology services strategic plans, policies, and standards.
- Participates in the development, administration, and oversight of assigned budget.
- Supervises and participates in the administration and maintenance of the Agency's data communications systems, including the design, installation, configuration, maintenance, and repair of a variety of telecommunications equipment and systems.
- Manages data center systems and programs, including the documentation and maintenance of a variety of software, hardware, server, and peripheral equipment throughout the Agency; manages the development and maintenance of service level agreements (SLA's) for customer support services.
- Maintains data security and information confidentiality in accordance with legal requirements; protects database confidentiality and integrity through systems- and user-level access and oversees systems/network administration, maintenance, and security.
- Recommends, coordinates, and implements software/network upgrades and/or replacements; leads the planning, testing, execution, and documentation of application fixes, upgrades, and new releases; ensures new vendor releases or modifications are appropriate for the Agency's use prior to implementation.
- Reviews and approves user and technical operating instructions and documentation.

- Develops consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; ensures contractor compliance with Agency and department standards and specifications and time and budget estimates.
- Stays abreast of new trends and innovations in technology related to network, server, telecommunications, security, and software, and hardware systems; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and five (5) years of progressively responsible experience in the development and administration of information services infrastructure systems such as hardware, software, telecommunications, security, servers, and networks, including two (2) years of supervisory experience.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of budget development and contract administration.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Advanced principles and practices of information technology applications, systems, and infrastructure analysis, design, and management.
- Principles and practices of vendor relationship management.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record-keeping and report development.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned unit.
- Supervise, train, develop, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, supervise, implement, and maintain efficient and effective information technology services programs to ensure the reliability and integrity of the Agency infrastructure.
- Perform analyses of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Develop and maintain technical operating instructions and documentation.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.