CONEJO RECREATION & PARK DISTRICT

Job Title: Information Technology Supervisor

Division: Management Services

Summary:

Under general direction, supervises and participates in the design, implementation, operation and maintenance of the District's information systems; maintains, tests, and installs information systems programs and applications; installs and provides technical assistance and user training for computer hardware and software; and performs related duties as assigned.

Essential Duties and Responsibilities:

➢ Participates in the analysis, design, implementation, operation and maintenance of the District's information systems; installs and maintains software and hardware; provides technical assistance and user training.

➢ Performs and implements systems maintenance, making program modifications as necessary to meet user requirements; reviews and implements modifications to programs to correct errors and improve efficiency and cost-effectiveness.

➢ Compiles, integrates, and analyzes information gathered from users to select or modify computer programs; evaluates, purchases, installs, and maintains third-party vendor software.

➢ Participates in developing systems test plans; tests programs and procedures during installation to ensure system requirements are being met completely and accurately.

➢ Responds to inquiries and requests and provides technical assistance for District systems and programs including systems at remote sites; troubleshoots hardware and software problems and coordinates activities by users and vendors to resolve them.

➢ Serves as network administrator; creates and maintains user accounts, group policies, and security access; administers internet and intranet services; maintains data integrity.

➢ Develops curriculum, training aids, and manuals on software programs; schedules and conducts training programs; initiates or coordinates communications regarding PC systems, programs, and applications.

➢ Maintains software licensing; responds to inquiries and requests for new software programs; purchases software and appropriate licenses for software applications.

➢ Serves as administrator for District email system; analyzes and reports viruses; establishes and maintains email integrity and functionality; prepares for and implements email upgrades.

➢ Maintains current knowledge of information technology trends and innovations; attends and participates in job-related seminars and professional group meetings; reads applicable industry publications.

➢ Maintains work, time, and material records and preventive maintenance schedules.

OTHER DUTIES AND RESPONSIBILITIES

➢ Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *

Education/Experience:
Requires Bachelor's degree in computer science, management information systems, or a related field plus two (2) years of systems analysis, network management or related experience; or equivalent combination of education and experience

Language Ability:
Ability to read, analyze, and interpret general business periodicals, professional journals, schematic diagrams, or technical procedures and documents. Ability to write reports, business correspondence and procedure manuals. Ability to present information and respond to questions from groups of managers.

Math Ability:
Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates and Licenses:
California Driver's License

Supervisory Responsibilities:
Directly supervises employees and/or contract workers in the Information Technology unit, responsible for overall direction, coordination and evaluation of the unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Knowledge of:
Principles, techniques and procedures of computer network administration for business system applications. Principles, methods and techniques used in the design and operation of management information systems. Principles and practices of computer systems analysis and design, including database design and management. Principles and practices of managing network, email, and other special purpose servers. Principles and practices of systems administration and troubleshooting. Principles and techniques of microcomputer systems, software troubleshooting, and networking. Use, capability, characteristics and limitations of microcomputers and related equipment. Principles and practices of training as related to personal computers. Standard database, word processing, spreadsheet and report generation PC software packages. Pertinent federal, state, and local laws, codes, and regulations.

Ability to:
Administer and maintain District networks, computers, and related peripherals. Analyze and define user problems and requirements and identify, develop, and maintain efficient, cost-effective computer application solutions. Analyze and define problems and conceptualize practical microcomputer solutions. Analyze systems requirements and problems and recommend new or modified systems and applications to meet user requirements. Plan and conduct effective user training courses. Work on multiple concurrent projects with strict deadlines and with frequent interruptions. Organize work to meet rapidly changing

priorities. Troubleshoot hardware and software problems and make or recommend modifications; understand and carry out oral and written directions; exercise good judgment and initiative in work functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Standard office setting; some exposure to confined areas such as equipment/computer rooms and network infrastructures; regular interaction with District staff at various sites/locations.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; and operate office equipment. See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. Hear in the normal audio range with or without correction.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned them by their supervisors or by law.