COLLEGE IT SYSTEMS SUPERVISOR  
(Campus-wide Network Systems)

DEFINITION

The College Information Technology (IT) Systems Supervisor (Campus-wide Network Systems) is charged with the responsibility to plan, organize, supervise and participate in the activities of the college IT Department; ensure timely and accurate problem solving, system testing, and change management; maintain user relations; assure compliance with College/District policies and principles of good IT practices; prepare internal and external documents and activity reports; and supervise, train, and evaluate the performance of assigned personnel. This position may also include responsibility for media services operations.

TYPICAL DUTIES

Plan, supervise and participate in the implementation and maintenance of network and application software, database systems, web and application servers, maintenance, programming, and support of clients in a college-wide IT department; assure compliance with District and College policies and IT Department procedures; may direct the overall activities of media services operations, including satellite operations and distance learning; implement support procedures, including maintaining inventory of check-out equipment and ensuring operational performance of college technology equipment, smart classrooms and meeting rooms; monitor and supervise version upgrades and enhancements of network/desktop operating systems and application software; recommend changes in procedures as appropriate; respond to verbal, written, and electronic inquiries from clients regarding status of work requests, backlog, and issues; supervise, train, and evaluate assigned staff; establish department goals according to guidelines; provide technical expertise to staff and other IT Department employees; resolve issues and coordinate activities; participate in interviewing and selecting new personnel; coordinate departments’ operations with faculty and participating agencies/colleges and make basic arrangements such as program format and adherence to timelines established for projects; confer with College and District Office Departments and Area Dean to coordinate efforts and enhance network systems and capabilities; maintain budgetary expenditures for departments’ operations, equipment, supplies and materials; operate office equipment including computers utilizing the MS Office suite and similar software applications; perform other related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Four years increasingly responsible experience, including two years in a lead or supervisory capacity, in computer/network system analysis, design, programming, testing, implementation and user relations.

EDUCATION

Bachelor’s degree from an accredited institution in MIS, Computer Science, Business, or a related field.

KNOWLEDGE OF

IT system analysis and design, implementation and maintenance, application development methodologies, procedures, principles, and practices; digital media and content production; rules and regulations pertaining to IT activities and data confidentiality, IT department organization, operations, policies and objectives; interpersonal skills using tact, patience and courtesy; principles and practices of supervision and training; policies and objectives of assigned program and activities; oral and written communication skills; modern office practices, procedures, office machines, and computer equipment; budget preparation and control.
ABILITY TO (ESSENTIAL FUNCTIONS)
Perform the basic functions of the position; plan, supervise, and participate in activities and operation of a college IT department; supervise and coordinate department functions including user requirements, prioritizing, work load management, quality assurance, and configuration/change management; prepare complete and concise reports; recommend College-wide processes and procedures for services; prepare, review, verify and process relevant forms and documents; obtain verbal and written price quotations; purchase goods and services in compliance with specifications and financial constraints; expedite software upgrades and enhancements to facilitate user requirements; may prepare complex system technical specifications; meet schedules and timelines; evaluate product capability and cost effectiveness; establish and maintain cooperative and effective working relationships with others; select, train, supervise, and evaluate personnel, exercise initiative and mature judgment, sustain regular work attendance, work as a member of a team.