

## **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.