

DEPARTMENT IT SUPPORT SUPERVISOR

DEFINITION OF WORK

This is professional work in providing analytical and technical assistance to users in support of operational activities within a County department or office. Positions normally function under the direction of an administrative supervisor or manager and supervise department IT support technicians and/or specialists. Employees assess the computerization needs of clients, recommend potential hardware and software, train users of computer systems, and assist in problem resolution. Employees may serve as specialists in applying a particular software package or provide assistance on the application of a wide range of software packages. Positions are responsible for ensuring the streamlined and smooth operation and maintenance of information technology, telecommunication, wide area network and audio visual systems within their assigned department/office. Work may include procurement, support, maintenance, and system security for desktop systems, laptops, faxes, printers, network hardware, network servers, and all software products; maintenance of internet and local area network communications for systems; trouble shooting email; user training; configuring and installing systems/software; web page development and maintenance; database maintenance; and serving as a liaison with vendors for purchases, repair, and maintenance contracts. Work may include the responsibility for project management and may include other duties as assigned.

EXAMPLES OF WORK

Supervises IT activities for a department or office and provides direction and support for IT solutions that enhance the business operations. Work includes identifying, recommending, developing and implementing cost-effective technology solutions; coordinating and conducting assigned projects and activities that ensure compliance with the department/office technology plan; and coordinating the gathering of system statistics, writing and updating procedures and guidelines. Work may include researching software applications and hardware requirements for the purpose of previewing products to provide recommendations regarding applications and purchases; defining and implementing IT policies, procedures and best practices and implementing network security as established by County Information Services Department; and serving as liaison to software/hardware providers for the purpose of conveying and/or receiving information and coordinating activities. Duties may also include maintaining user access permissions for staff and outside agencies; troubleshooting network communication issues; serving as liaison with County on network related issues which involves wireless projects, new network switch requirements, switch configuration issues, and network connectivity in general; maintaining servers which involves routine maintenance from backups to software updates and troubleshooting; supporting and maintaining numerous software packages and hardware which involves installation, configuration, maintenance and troubleshooting; and managing online training application.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a major in computer science, information technology or related field and two and one-half (2½) years of experience in computer systems

administration or experience with computer applications to include technical support and customer training on hardware and software applications; or an Associate's Degree in computer science, information technology or related field and four and one-half (4½) years experience as described above; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of: computer configurations, LAN/WAN setup configurations, system development methods used for the development of new systems and enhancements to existing information systems, advanced concepts and basic operating principles of data communication and information systems hardware and software, system development methods used for the development of new telecommunication systems and enhancements to existing telecommunication systems, and advanced principles, theories, techniques, and methods of information system analysis and programming. Technical knowledge in the area of computer networking, network operating systems, and network configurations. Ability to establish and maintain cooperative and effective relationships.

SPECIAL REQUIREMENTS

Some positions within classification may require a valid North Carolina driver's license. Background check with law enforcement agency required. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work is mostly performed in an office setting. Tasks are generally performed without exposure to adverse environmental conditions such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, toxic agents, violence, disease or pathogenic substances. Work may subject the worker to electrical currents.

PHYSICAL REQUIREMENTS

Tasks involve the regular performance of moderately physically demanding work, typically involving some type of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/ or pulling of moderately heavy objects and materials (up to 70 pounds).