

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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**CLASS TITLE:** DEPARTMENT INFORMATION TECHNOLOGY SUPERVISOR  
**DEPARTMENT:** VARIOUS  
**REPORTS TO:** VARIOUS

**CLASS CODE:** 0091  
**FLSA STATUS:** N  
**DATE:** 02/00

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**JOB SUMMARY AND DISTINGUISHING FEATURES:**

Primary responsibility is to oversee and coordinate all aspects of a department=s computer systems including installation, maintenance, and user training; work consists of highly technical, administrative, and supervisory duties.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Serves as computer system administrator which includes: monitoring performance of and resolving any problems with the computer; recommending improvements and program changes which need to be made; installing new versions/releases of the operating system; assisting in installing new hardware upgrades/products; keeping management apprised of system performance; performing periodic IPL=s and full saves of the system; and contacting vendors for software/hardware problem resolution.

Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Provides system administration support for users at all levels.

Provides technical information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems.

Analyzes, specifies, designs and tests new application systems to meet department needs.

Analyzes and evaluates existing procedures and recommends implementation of various systems or procedures to improve operations and efficiency.

Coordinates project activities for installation of application system; tests new or modified application systems using appropriate procedures or testing programs.

Provides emergency and/or help desk support to department users; diagnoses and resolves identified problems.

Recommends acquisition or retirement of systems to meet department needs; establishes and maintains contact with vendors regarding data processing equipment, maintenance schedules and system down time.

Creates, maintains and uses database of computer resources to assist in resource management and reporting; develops and maintains database records for a variety of application programs.

Ensures the compatibility, integrity, integration and security of all computer networks and communications systems.

Provides training in various environments to users related to systems and software.

Supports the department network via the server by administering users/privileges, providing backup, maintenance and other assistance as needed.

Participates in appropriate computer and data committees.

Acts as liaison between department and Information Services.

Initiates and maintains department=s presence on County Internet web page.

Supervises preventive maintenance program on servers and user personal computers.

Analyzes and predicts future trends and/or regulations pertaining to information systems.

Maintains and upgrades professional knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

General Office Equipment	Computers	Computer Tool Kits	Vehicle
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**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Two years of vocational/technical school in Computer Science, Information Services or a related field; and,

Two to three years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

Valid Driver=s License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Computer system technology, including systems and procedures analysis and development, system development methodologies and practices, and project management and control techniques.

Applicable state, federal and local ordinances, laws, rules and regulations.

All computer applications and hardware related to performance of the essential functions of the job.

Recordkeeping, report preparation, filing methods and records management techniques.

Methods and techniques of research, statistical analysis and report presentation.

**Skill in:**

Preparing clear and concise reports, correspondence and other written materials.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction. Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating clearly and effectively, both orally and in writing.

**Mental and Physical Abilities:**

Ability to establish and maintain effective working relationships with a variety of individuals.

Ability to write reports, correspondence and/or other documents.

Ability to analyze situations effectively, interpret and apply laws and regulations and recommend effective courses of action.

Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.

While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to stand, walk, and lift and/or move up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent=s working conditions are typically quiet.

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.