City of Kansas City, Missouri
Job Class Specification

Job Title: IT SUPERVISOR **Department:** MULTI

Job Code: 1562 **Status:** EXEMPT **Grade:** EX-5

Summary

This is an expert level professional staff position within the IT department.

Work involves responsibility for leading and managing work of a unit engaged in varied computer operations and architecture projects. An employee in this class is responsible for planning, developing, coordinating and directing a large and/or complex information technology organization. Under limited supervision, the IT Supervisor provides leadership and supervision over technical staff engaged in large, complex, or enterprise-wide projects.

Duties and Responsibilities

- Facilitates communication and interaction between project team leaders and members to ensure quality product output.

- Directs the development of the needed system documentation.

- Provides guidance to staff regarding work procedures, technical issues, work priorities, and special requests from customers

- Analyzes complex business needs presented by the users and recommends technical solutions.

- Supervises assigned technical staff. Evaluates work performance. Coordinates training of staff. Establishes performance measures, goals, objectives, and priorities. Interview prospective employees.

- Recommends the introduction of new design/analysis technologies and techniques as appropriate.

- Recommends the introduction of new programming/coding technologies as appropriate.

- Leads process and quality improvement initiatives.

- Manages the computer information technology work flow, establishes production controls, and determines priorities of technical procedures.

- Serves on and/or chairs policy, technical, personnel, and user group committees

- Assists with defining customer requirements by conferring with customer and analyzing functions and required or desired outputs.

- Identifies staff development and training needs, and ensures that training is obtained.

- Participates in defining and implementing technical direction.

- Participates in evaluating department's range of technical expertise; makes recommendations for technical training as appropriate.

- Assures the efficient and productive use of resources and personnel.

Duties and Responsibilities (continued)	▪ Assures accountability of project teams and other employees.
	▪ Instills positive attitudes for embracing change and continuous improvement.
	▪ Performs related duties as required.

Technical Skills

Considerable knowledge of:
- Maintains expert competence in the overall architecture of the total system.
- Maintains superior knowledge of tools used in design/analysis and programming/coding activities.
- Superior knowledge of established configuration management, software development, and project methodologies.
- Possesses superior technical competence in assigned area.
- Thorough knowledge of the principles of general management, particularly as applied to information technology
- Considerable knowledge of personnel management, project management, governmental budgeting, fiscal management and/or contract management
- Principles and practices of effective supervision
- Ability to communicate effectively
- Ability to develop, manage and motivate subordinates
- Ability to establish and maintain effective working relationships with subordinates, associates, and information technology vendors and professional organizations
- Basic budgeting concepts
- Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).

Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.

Education and Experience

Accredited Bachelor's degree and five (5) years of technology experience.
<div align="center">OR</div>
An equivalent combination of education and technology experience.

Certificates/ Licenses/Special Requirements

Must pass a background check as prescribed by the City.

Supervisory Responsibility

Supervision is exercised over assigned personnel.

Supervision Received

Work is performed under general direction of IT Assistant Director

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

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