



JOB DESCRIPTION

Title: **IT SUPPORT SUPERVISOR**
Department: Information Technology
Class Code: 1826
FLSA Status: Exempt
Effective Date: November 1, 2018

GENERAL PURPOSE

Under the general supervision of the IT Director, this position will be the lead contact for IT related issues and supervise the IT support staff. The IT support Supervisor will perform complex professional work with computer hardware, software, and network systems. This position will support the IT Director in completing various projects assigned to IT; provide input for budgetary considerations on IT related projects or programs; assist in identifying associated costs for these projects; install and support network servers including operating systems and applications software; install and support personal computers, network operations and provide hardware and software planning and evaluation; conduct problem solving and training for end users and ensure systems efficiency and integrity; provide research and support for new technologies that could be used in our city environment.

ESSENTIAL DUTIES

- Supports the IT Director in ensuring the MAN is operating at maximum efficiency with proper security. This also includes frame relay telecommunications associated with Cisco Router and fiber optic connectivity.
- Assists the IT Director with IT Public Safety systems ensuring effective network connectivity for all Public Safety software on desktops and laptops. Also assists Public Safety with the installation and configuration of Hybrid Public Safety software on the desktop PC's.
- Supports the IT Director with analyzing systems and/or application usage and plans for growth or increases in network capacity.
- Helps the IT Director in maintaining the network switches and overall connectivity.
- Supervises IT technicians and other support staff in project-oriented work and directs issues as they arise.
- Assists with server installations and setups. This is to include multi platforms such as NT 2003, 2012 and 2016 Servers, Linux and Unix Servers, and VMWare ESX servers. Builds network servers. Builds and installs personal computer hardware and software packages.
- Oversees assemblies and installs of PC hardware, investigates and resolves routine hardware and communications problems.
- Oversees setup of PC computers, including peripheral devices, laptops and smart phones. Understands and uses all windows operating systems, including Linux and Unix.
- Performs system administration duties, installs new operating systems, PTF's and application system software.

- Performs and verifies system and data backups on servers using current backup software on NT and virtual servers.
- Assists with network management in development implementation of wiring configuration standards connectivity solutions, overall network operation systems, network software, server hardware configurations, network file systems and directory structure. Assists in ensuring LAN/WAN system integrity and security. Also assists the IT Director with installation and configuration of network hardware and software.
- Understands principles of data communications including Ethernet, modem, VPN setup and installation and problem determination/resolution.
- Runs monthly internet usage reports from the web filtering software. Reports to the IT Director, the amount of time and internet bandwidth being used in the city.
- Provides input for purchases of hardware and software needed to operate the network, servers and desktop PC's.
- Assists in evaluating end user needs and recommends appropriate equipment and software configurations.
- Provides support for the Heritage Center lab computers as well as the connectivity on their wireless network.
- Assists the Police Detectives division, Fire Department, and Water Department with their specialized mobile command center's computers and video related equipment, surveillance video playback, wireless hotspots, and desktop connectivity to other agencies.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates degree in computer science or related field plus five (5) years of experience working with networks and computers.
- Must have a minimum of two (2) years of supervisory experience.

Special Requirements

- Flexible work schedule including occasional evening and weekend work
- Must possess a minimum of two (2) certifications from any of the following software and hardware vendors: LANDesk, Avaya Phone Systems, Microsoft Exchange, Microsoft Office suites, Corel Office Suites, and Access Data.

Necessary Knowledge, Skills and Abilities

- Knowledge of LAN topologies and architectures, PC and server operating systems including Windows 7, Windows 10, Windows Server 2003, Windows Server 2008, Windows Server 2012, Windows Server 2016, Microsoft Active Directory and Domains, Microsoft DNS, Microsoft Exchange, and Microsoft SQL Server.
- Knowledge of IP phones telephony.

- Thorough knowledge of computer fundamentals and peripheral and software operations including word processing, spreadsheets, database management, system management software, and development tools.
- Ability to demonstrate skill in the use and repair of computer equipment and software.
- Ability to model programs and systems to the needs of users for desired results.
- Ability to understand and follow oral and written instructions.
- Proficiency in explaining technical material and developing effective working relationships with customers and co-workers.
- Ability to make contacts with other departments and promote positive working relationships with individuals from other departments. Must be able to communicate on a variety of technical issues involving the carrying out of programs, schedules and duties as assigned by the IT Director.

TOOLS & EQUIPMENT USED

- Personal computers and laptops, including word processing and spreadsheet software; network equipment and software; fax machine and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk and hear; handle objects, tools, or controls; and is regularly required to walk.
- The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____