SOUTH KING FIRE & RESCUE
JOB DESCRIPTION

Information Technology Supervisor   **Exempt**

DEFINITION AND SCOPE OF RESPONSIBILITY:

Information Technology Supervisor is an exempt working supervisory position overseeing the work and day-to-day activities of the Information Technology (IT) division. Supervisory duties include managing and leading direct reports while organizing, developing, and monitoring individual work processes. This position enforces technical standards, methods, and priorities for all IT-related matters set by the Business Operations Manager. In addition to supervisory duties, this is a hands-on technical position dealing with the support of computer systems and related technologies.

WORK WEEK AND HOURS:

This position oversees the district's Information Technology division and is considered an exempt employee for FLSA purposes. Work schedule may be adjusted to meet the needs of the district, including weekend and evening duty for meetings or emergency recall for emergencies.

SUPERVISION RECEIVED:

Position reports to the Business Operations Manager.

ESSENTIAL FUNCTIONS:

The Information Technology Supervisor is responsible for overseeing the subordinate technology staff who service, maintain, and update the district's computer systems while providing **exceptional** customer service to all employees, governance, consultants, and stakeholders. Supervisory duties include the following:

- Supervise the daily activities supporting the district's IT infrastructure.

- Maintain the District's computer system, network, telephony, and communication technologies, while ensuring the smooth workflow in each functional area.

- Supervise IT staff work schedules to ensure adequate coverage during the work week. Assign work and oversee the work product. Provide clear and direct instructions to IT staff. Determine the daily priorities, ensuring the team understands technology support priorities and expectations.

- Communicate directly with each IT team member to promote a positive and productive workplace environment.

- Coach, counsel, and conduct performance evaluations of direct reports. Provide direction and mentor subordinates on IT functions, policies, and industry best practices.

- Train IT staff and monitor performance. Communicate openly with all staff to address issues that arise during their work. Verbally address performance deficiencies with subordinates, setting clear expectations. Take prompt and appropriate action when necessary.

The Information Technology Supervisor is responsible for overseeing a wide range of business applications, client and server technologies that include the following:

- Infrastructure configuration and maintenance of on-premises and cloud server systems, networking and security appliances, IP phone systems, peripheral technologies, radio communications, and security access control.

- Maintenance of Windows Active Directory environment, domain user account management, and group policies.

- General knowledge of Microsoft SQL Server and essential query functions. Creates and maintains database backup strategies.

- Provides support to end-users on a variety of issues. Identifies, researches, and resolves complex technical problems. Serves as the point of contact for all IT requests via phone, emails, and service tickets.

- Performs backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media daily.

- Develop and assist the district in user training of implemented software and hardware technologies.

- Responsible for administering IT equipment inventory and records.

- Responsible for overseeing data quality assurance for all applicable business systems. Ensures data QA/QI is completed and disseminated to the appropriate agencies.

- Administers all reporting and analytics strategies for the organization.

- Provides direction to the district's GIS program.

- Assists in supporting all District-related technologies and other daily operations, projects, and further related assignments directed by management.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Knowledge of the basic principles of supervision and leadership.

- Demonstrated experience installing, maintaining, and troubleshooting an enterprise information technology system.

- Experience troubleshooting and supporting LAN, WAN, and wireless topologies using TCP/IP.

- Familiar with Windows Server Update Services patch management system and Microsoft Deployment Toolkit desktop deployment server.

- Understands disaster management, including data backup and restoration.

Skills and Abilities:

- Effective and results-oriented supervisory skills.

- Excellent oral and written communication and presentation skills.

- Effective use of interpersonal skills tactfully, patient, and courteous.

- Excellent organization, technical, and problem-solving skills with attention to detail.

- Ability to identify and repair hardware/software problems.

- Ability to plan, prioritize, and organize work schedules to maximize performance.

- Exceptional customer service skills.

- Self-starter who needs minimal supervision and can work independently.

- Highly motivated with a desire and ability to learn new technologies.

- Builds strong vendor management relationships.

EDUCATION AND EXPERIENCE:

Minimum Qualifications:

- Bachelor's in computer science, management information systems, or related technical field preferred.
- 1-3 years of supervisory experience and 5-7 years of increased responsibilities as a server systems administrator.
- Microsoft Certified Systems Engineer or Microsoft Certified Solutions Expert preferred.

OTHER REQUIREMENTS:

- Washington State Driver's license with a driving record free from severe or frequent violations.
- Able to lift and carry computer components (e.g., computers, monitors, printers, etc.).

- All IT Staff may need to be available for a rotating "on-call" status and schedule. Some after-hours, weekends, and holiday work may be required..

PHYSICAL DEMANDS:

The physical demands described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may enable individuals with disabilities to perform essential functions.

The employee is frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb ladders or balance; stoop, kneel, crouch, or crawl under or around cramped spaces. The employee is frequently required to walk, stand, sit, talk, and hear. Occasionally requires lifting or moving equipment up to 50lbs or more, with or without assistance. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT:

An employee works indoors. The work environment and noise level are typical of those encountered in a Technology and Systems office setting. Server Rooms are loud and maintain a cool temperature. Reasonable accommodations may enable individuals with disabilities to perform essential functions.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the employer's needs and requirements of the job change.

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