# Innovation and Technology Supervisor - DRAFT

Exhibit-B

| Class Code | FLSA Status | EEO-CAT | Rep Status | Salary Grade | Effective Date | Resolution # |
|---|---|---|---|---|---|---|
| TBD | Exempt | | AFSCME | 11 | 09/14/2022 | 22-035 |

**DEFINITION:** Under general direction, plans, schedules, assigns and participates in the daily operations and activities and staff for a distinct organizational unit within the Department of Innovation and Technology (IT). This is the full supervisory-level classification, responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of the assigned area, including participating in short- and long-term planning. Incumbents are expected to independently perform the full range of duties as assigned as well as the skills necessary tocoordinate work with that of other District departments.

This class is distinguished from the assigned manager in that the latter may manage multiple units within the IT department and is assigned a greater preponderance of budgetary and administrative accountabilities.

**REPRESENTATIVE FUNCTIONS** **may include but are not limited to the following:**

- Plans, organizes, assigns, supervises, and reviews the development and administration of comprehensive IT programs and activities.
- Selects, trains, develops, mentors and guides staff in achieving goals and objectives; coaches and develops employees; provides constructive feedback on performance and behaviors; reviews and evaluates work; counsels and handles personnel actions as needed.
- Participates in developing and implementing goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for the designated area.
- Monitors assigned staff operations and activities; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Participates in the development, administration, and oversight of the assigned budget.
- Confers with and serves as a resource to District departments on planning, developing, and implementing technology programs and projects that enhance their service delivery and optimize staff efficiencies.
- Responds to complex and sensitive District department inquiries; assists with resolutions and formulating alternative recommendations; ensures optimal customer service to departments.
- Provides highly complex staff assistance to an assigned manager; develops and reviews staff reports related to assigned activities and services; may present information to the Board of Directors and various commissions and committees.
- Stays abreast of changing laws, regulations and procedures of innovation and technology best practices and regulatory compliance requirements; communicates business implications and impact to all key stakeholders, including the Board of Directors, executive management, other District staff, and various public and private entities.
- Performs the duties of their team members as required, to backfill staff on vacation, on sick leave, or to assist with project work.
- Performs related duties as required.

**MINIMUM QUALIFICATIONS**

**Knowledge of:** Administrative principles and practices, including the development of goals and objectives, program and work organization and evaluation and supervision of staff; advanced information technology management theory, principles, and practices and their application to a wide variety of services and programs; industry best practices for information technology management and control; principles and practices for developing and implementing technology policies, procedures, protocols, standards, short and long-range strategic goals; principles

and practices of budget preparation, administration and monitoring; techniques, tools, and principles of project management; methods of effective research, analysis, report writing and presentation; techniques for making effective public presentations; principles and practices contract management and vendor administration; methods of statistical and data analysis; current software for statistical analysis, word processing, spreadsheets and presentation at the advanced level.

**Ability to:** Analyze complex data and problems, identify alternative solutions, and the potential consequences of proposed actions; provide for the hiring, professional development, supervision, work review and evaluation of staff; develop and oversee implementation of goals, objectives, complex budgets, policies, procedures and work standards; design, coordinate, and manage complex projects, systems, and/or operations; develop and implement recommendations in support of department and project goals; interpret, apply, and explain District and Board policies and procedures, and relevant state and federal regulations and laws regarding information technology; represent the District at meetings with external agencies and the public; prepare and present technical reports; communicate effectively both verbally and in writing; identify and apply principles of problem solving, research and analytical judgment; exercise sound independent judgment within established guidelines; work effectively under pressure and meet critical deadlines; establish and maintain effective working relationships with those contacted in the course of work using principles of excellent customer service.

**Education:** Equivalent to a bachelor's degree from an accredited college or university in information systems, computer science, or a closely related field.

**Experience:** Three (3) years of recent and verifiable professional level experience in the development and/or administration of information technology systems, infrastructure and/or related functions. Additional years of experience may be substituted for the required education on a year-for-year basis.

**License and Certification(s):** None

**Physical Requirements:** Must maintain the physical condition necessary to: (1) perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; and (2) possess physical mobility to travel to external sites and attend external meetings and events.

**Special Requirement:** Must be willing to: (1) work outside regular business hours as required for implementation of special projects, and/or emergencies; and (2) travel between the various District divisions and data centers.

**Established Date: 09/14/2022, Res. # 22-035**
**Revision Date:**