



CITY OF TACOMA  
Revision Date: Jul 25, 2013

# Information Technology Supervisor

Class Code:  
0136

## **SALARY RANGE**

\$47.17 - \$60.48 Hourly  
\$3,773.60 - \$4,838.40 Biweekly  
\$8,176.13 - \$10,483.20 Monthly  
\$98,113.60 - \$125,798.40 Annually

## **CLASS SUMMARY DEFINITION:**

### **THE CLASSIFICATION**

Under the direction of an assigned manager, oversee and direct a systems programming, computer operations or technical or business analyst unit for the Information Technology Department or a major work group or operating division; provide advice and recommendations to management and users and provide information systems services and technical advice as needed.

## **DISTINGUISHING CHARACTERISTICS**

This classification is the first line supervisor for an assigned workgroup in a section. Responsible for workgroup processes, workload prioritization, staffing and supervision.

## **ESSENTIAL DUTIES:**

Oversee and direct IT systems, programming, computer operations, or technical or business analyst unit for the Information Technology Department or a major work group or operating division; establish and monitor unit goals and objectives.

Interview prospective employees; make recommendations to management regarding hiring, promotion and termination. Note: At the discretion of the section manager all or part of these functions may be handled directly by an incumbent in this classification.

Supervise and train personnel involved in applications or systems programming or configuration or computer operations, appraise performance; review staff work for accuracy and completeness.

Assign work to staff; plan, prioritize and schedule activities to meet deadlines and assure necessary staff coverage.

Perform probationary, special and annual employee evaluations.

Direct special projects and project employees and provide status reports as necessary.

Provide assistance, advice and recommendations to management and users to determine needs and provide information technology services.

Maintain communication with users and other information technology staff, communicating problems with applications, schedules or other concerns.

Organize and administer information technology development.

Monitor hardware and computer room conditions; coordinate computer repair, testing and installation with production schedules; assure the timely distribution of reports and output to departments.

Prepare and present project status reports and recommendations to various committees.

Research new products and information technology innovations; prepare detailed bid specifications for product or equipment acquisition; purchase supplies and equipment for assigned area.

Prepare detailed cost/budget analysis reports including cost estimates for user departments on projects or proposals.

Prepare departmental annual budget; monitor expenditures and project development costs.

Read trade journals, attend seminars and perform related activities to remain current on information technology and services.

Conduct and attend staff meetings and other meeting as required.

Perform related duties as assigned.

**KNOWLEDGE & SKILLS:**  
**COMPETENCIES**

**Coaching and Mentoring**

Actively partner with co-workers to provide them with information, techniques, instruction, feedback and encouragement to maximize their success on the job.

**Resourcefulness in Problem-solving**

Use intelligence, common sense, hard work and tenacity to solve particularly difficult or complicated challenges.

**Workload Management**

Effectively organize multiple assignments, sometimes of a complex nature or involving competing priorities and analyzing situations to develop a course of action to produce work products that are accurate, thorough and on time.

**Communications Effectiveness**

Effective communication both verbal and in writing including the compilation of reports, presentations and records; and interacting respectfully and sensitively with individuals and groups to develop and maintain productive relationships and achieve results.

**Stress Tolerance**

Effectively handle highly stressful or adverse situations, making good decisions, working calmly and accurately and helping to calm others.

**QUALIFICATIONS:**

An equivalent combination to: bachelor's degree in information technology or related field and three years of increasingly responsible experience in operations including one year experience providing work direction to others.

**LICENSING, CERTIFICATIONS AND OTHER LEGAL REQUIREMENTS:**

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

- Depending upon assignment a WA driver's license may be required.
- Individuals may have to pass a background check.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

Information technology office environment.

**CLASS SPEC DATA:**

Adopted: 1/87

Revised: 8/99, 7/13

Medical Group: III

Class Code: 0136

Civil Service Status: No

Union: NR

Job Group: 4

Overtime Category: D

EEO Category: 2

SOC: 11-3021