PC SERVICES SUPERVISOR

Purpose:

To plan, organize and supervise the activities within the PC Services section of the Information Technology Department; to provide technical advice to the Information Technology Manager and Assistant Manager concerning the design, planning and management of the pc/network based client computer system; and to oversee a variety of technical responsibilities relative to the operation of the city computer system.

Supervision Received and Exercised:

Receives direction from the Assistant Information Technology Manager or from other management staff.

Exercises direct supervision over professional and technical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the PC Services section's activities; implement policies and procedures.

- Plan, prioritize, assign, supervise and review the work of staff involved in the design, operation, installation and maintenance of the computer client infrastructure; assist in the maintenance of this system.

- Develop and implement PC client administration and maintenance policies, procedures and growth standards required to operate a City-wide computer system network; plan and design pc system growth and realignment; work with ITD staff to ensure system performance and networking requirements are met for hardware and software applications.

- Manage complex technical system design, installation and maintenance duties and resolve system problems related to equipment and system design and operation using various diagnostic tools and devices. Maintain information regarding PC client system performance.

- Provide technical assistance in the operation and maintenance of the PC computer system; troubleshoot pc based operating systems issues and respond to requests for assistance from PC client users.

- Confer with Business Analysts to determine PC client computer needs; analyze and recommend software and hardware purchases; obtain vendor quotes and place orders as directed.

- Assist in the implementation of goals, objectives, policies and procedures for the City's PC computer plans; establish schedules and methods for installation and maintenance.

- Plan, prepare and administer the section budget and participate in the administration of the division budget; submit recommendations and justifications for budget expenditures for new software and hardware; anticipate future expenditures based on the City's PC needs.

- Utilize computer networking protocols and operating systems, including XP NT and Novell NetWare.; Design, plan and implement methods related to PC computer modeling in a Novell Netware/Microsoft Windows 2000 environment.

- Maintain and ensure the security of all pc clients.

- Monitor software usage trends and keep informed of current industry practices and technologies related to pc networked computing and internet technology.

- Perform project management duties as required; act as liaison between PC Services and various user departments to create proactive info-technology solutions to problems.

- Plan, prioritize, assign and review the work of staff involved in PC computer and associated peripheral installation and maintenance activities.

- Participate in the selection of staff; provide and coordinate staff training. Work with employees to correct deficiencies; implement disciplinary procedures.

- Attend professional meetings and seminars as required.

- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years experience of increasingly responsible experience in PC client based computer network operation, planning and design utilizing current technology. Some experience with large PC computer installation and removal. Two years of supervisory experience in a PC client based environment.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, computer information systems or a related field.

Licenses/Certifications:

Requires the possession of a valid driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 402

FLSA: Exempt