Classification: Computer Information Technology Supervisor I
Title Code: V08006
Pay Range: 30

POSITION SUMMARY:

This is supervisory, professional and advanced technical work in directing and coordinating computer information technology services. An employee in this class provides technical and administrative supervision in computer systems analysis and design, database and/or network administration, cybersecurity, systems programming, and/or other computer information technology specialties in a mainframe, midrange and/or microcomputer environment. Work may involve the oversight of feasibility and impact studies of technology direction including the formulation of recommendations. Work may also include planning and coordinating computer information technology projects or performing administrative functions such as budgeting, purchasing, and fiscal analysis. Duties include supervision of Computer Information Technologist and other support staff. Work is performed under general supervision; however, the employee is expected to exercise initiative and independence in the performance of assigned responsibilities.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, assigns, supervises, reviews, and evaluates the work of a small staff of Computer Information Technologists.

Evaluates workforce and resource needs of assigned staff.

Participates in meetings with agency administrators to develop, implement, or interpret new or revised initiatives.

Provides guidance and training to assigned staff.

Reviews and updates cybersecurity policies, participates in the development of plans for emergencies, prepares and/or conducts cybersecurity awareness and training, reports, investigates and takes corrective action for security audit findings, administers and oversees security systems such as access control, encryption, anti-virus, firewalls, etc.

Develops data gathering techniques and standards; directs or participates in feasibility studies; recommends computer information technology solutions; and supervises project implementation.

Communicates with vendors on hardware and software developments and assists in the research, review, recommendation, and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases.

Provides guidance in computer systems analysis and design; database and/or network management; systems programming; and/or other information technology specialties.

Supervises or provides customer or technical support for internal and/or external computer information technology systems.

Supervises staff in the support of computer information technology systems that may span multiple platforms.

Supervises the development and application of standards and procedures necessary to develop, install, and maintain efficient and effective computer information technology systems.

Participates in computer systems disaster recovery plan maintenance and implementation.

Participates in information strategic plan development, maintenance, and implementation.

Serves on policy, technical, personnel, and user group committees.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the principles and practices of computer information technology.

Considerable knowledge of agency's automated information systems.

Considerable knowledge of agency's functions and their interrelationships.

Considerable knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of the principles of project management.

Working knowledge of various computer platforms.

Working knowledge of the principles and practices of administration and effective supervision.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of computer systems disaster recovery.

Working knowledge of the procurement process.

Working knowledge of the information strategic planning process.

Ability to utilize project management tools.

Ability to organize and direct the preparation and maintenance of standards, policies, procedures, guidelines, documentation, and technical manuals.

Ability to communicate effectively.

Ability to train, direct, and evaluate the work or assigned staff.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Three years, including two years above entry level, of professional and technical computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems, or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems, business administration, public administration, or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

OR

One year of experience as a Computer Information Technologist III or two years of experience as a Computer Information Technologist II under the Missouri Uniform Classification and Pay System.

NECESSARY SPECIAL REQUIREMENTS:

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.