



Classification: Computer Information Technologist Supervisor II
Title Code: V08007
Pay Range: 33

Immediate Supervisor: Programmer/Analyst Manager or Technical Support Manager
Position Supervised: CIT Trainee/I/II/III and CIT Specialist I/II
FLSA Classification: Exempt
Working Hours: An employee in this position works an eight-hour shift as directed by the bureau commander; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is advanced supervisory and professional work in directing and coordinating computer information technology functions.

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 involves the oversight of feasibility and impact studies of technology direction including the formulation of recommendations. Work includes planning and coordinating computer information technology projects or performing administrative functions such as budgeting, purchasing and fiscal analysis. Duties include the supervision of computer information technology staff and other support staff. Positions at this level differ from Computer Information Technology Supervisor Is in terms of the amount of direction provided and the scope and administrative complexity of assignments. Work is performed under general supervision; however, the employee is expected to exercise considerable 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 either a medium to large staff of Computer Information Technologists, Computer Information Technology Specialists and/or Computer Information Technology Supervisor Is or a smaller staff of Computer Information Technologists in a very complex technical area. Plans and evaluates workforce and resource needs of assigned staff and the organizational operation.

Coordinates and 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.

Confers with management relative to agency goals; develops data-gathering techniques and standards; directs feasibility studies; recommends computer information technology solutions; and manages project implementation.

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

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

Supervises the provision of 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.

Supervises and/or participates in computer systems disaster recovery plan maintenance and implementation.

Supervises and/or participates in information strategic plan development, maintenance and implementation.

Serves on and/or chairs 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.

Considerable knowledge of the principles of project management.

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

Working knowledge of various computer platforms.

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.

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

Ability to establish and maintain effective working relationships.

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.)

Four years, including two years above the journey-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. Professional or technical experience involving the development of data bases or applications using business programming products (e.g., SAS, Culprit, FOCUS, GIS) may be substituted on a year-for-year basis for deficiencies in the stated education or experience for a **maximum** of two years. 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 Technology Supervisor I or Computer Information Technology Specialist I, or two years of experience as a Computer Information Technologist III under the Missouri Uniform Classification and Pay System.

NECESSARY SPECIAL REQUIREMENTS

Must satisfactorily complete the Patrol's supervisory course within one year of appointment.