

Class Title: Microcomputer Systems Team Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Provides technical support to City departments for computer hardware and software. Provides planning, coordination, and supervision to Information Center staff and projects. Supervises helpdesk and technical personnel within the bureau. Trains and coordinates the work of technical staff. Serves as primary contact for technical problem diagnosing and resolution.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Supervises microcomputer support teams for the city's hardware and software by interfacing with internal and external personnel to maintain and effective network functioning, researching new technologies and providing expert technical support to city agencies.
2	L	Develops hardware and software standards by meeting with departments to discuss hardware and software needs, evaluating hardware and software, preparing related request proposals and assisting with the acquisition of desired hardware and software.
3	L	Provides expert technical support to ensure existing and new operating systems and software are compatible by managing the city's computer inventory, ensuring hardware and software meets the client's needs, evaluating and recommending special purpose hardware and software and serving as the primary contact for major projects and requests related to computer support.
4	L	Supports staff by choosing and training employees, monitoring and evaluating progress, preparing goals and objectives, planning projects, resolving technical problems, and advising personnel on policies.
5	L	Supervises helpdesk operations by creating and maintaining helpdesk procedures, practices and problem resolution databases and providing expert helpdesk support to city, state and federal agencies.
6	L	Provides twenty-four hours, seven days a week on-call assistance to help resolve problems with emergency operating systems, microcomputers and other system support issues.

CSC Adopted: October 2001, CSC Revised: _____

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years experience.
Certifications and Other Requirements	A+ Certification, Valid Driver's License may be required depending on assignment
Reading	Work requires the ability to read technical materials, policies and procedures, legal documents, and requests for proposals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, algebra, and statistics.
Writing	Work requires the ability to write technical instructions, policies and procedures, correspondence, employee evaluations, plans, and reports.
Managerial	Managerial responsibilities include overseeing and evaluating staff, developing policies and procedures, determining hardware and software needs, and implementing upgrades.
Budget Responsibility	Researches for documents, compiles data for computer entry, and/or enters or oversees data entry and has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than bureau size.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors and sales representatives.

CSC Adopted: October 2001, CSC Revised: _____

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Consulting with employees and customers, supervision of staff, office equipment
Sitting	C	Computer, desk work, meetings, installing computer equipment, driving
Walking	F	Inter-office, to/from meetings, to/from office equipment
Lifting	O	Computer equipment, tools, cables
Carrying	O	Computer equipment, tools, cables
Pushing/Pulling	O	Office furniture, desk drawers
Reaching	O	Computer equipment, tools, cables
Handling	O	Computer equipment, tools, cables
Fine Dexterity	C	Computer keyboard, telephone keypad, installing computer components
Kneeling	O	Installing computer equipment, checking cables
Crouching	O	Installing computer equipment, checking cables
Crawling	O	Installing computer equipment, checking cables
Bending	O	Installing computer equipment, checking cables
Twisting	O	Installing computer equipment, checking cables
Climbing	R	Ladders
Balancing	R	Ladders
Vision	C	Computer, desk work, reading, driving
Hearing	C	Staff, supervisor, customers, telephone, meetings
Talking	F	Staff, supervisor, customers, telephone, meetings
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Radio, telephone, fax machine, copy machine, pager, cellular phone, tools, computer and related software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	M
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)