

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



INFORMATION TECHNOLOGIST SUPERVISOR

JOB CODE: 30185	PAY GRADE: 24	PAY RANGE: \$61,200 - \$97,920
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GENERAL DESCRIPTION

Under the general supervision of the Information Technology Manager, incumbents are expected to identify and resolve major technology-based work problems of a nature that employees are unable to solve or overcome and serve as a technical advisor to subordinate technical personnel. Types of issues resolved will be addressed by one of the following disciplines: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Security Management, Quality Assurance, Incident Management, Financial Management, Project Management, Document Management, Service Management, Asset Management, Production Application Services, Storage Area Network, or Middleware Management. Work is reviewed through observation and results obtained.

SUPERVISES OTHERS: Yes

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Serve as a technical advisor to subordinate technical personnel;
- Conduct performance appraisals and evaluations and assist in identifying areas of improvement
- Troubleshoot and return technology to service within discipline at an expert level;
- Effectively manages and performs personal daily activities and multiple major projects under the discipline of defined business processes;
- Identifies and analyzes major problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems;
- Design and implement technology at an expert level within the discipline;
- Recommends and implements changes to improve operational efficiencies;
- Work with peers and customers to achieve long-term solutions for a variety of agency technology needs;
- Plans daily work and participates in ongoing technical projects;
- Assists in training personnel;
- Participates in Sheriff's Office recruitment and community relations activities as directed.

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This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- Graduation from an accredited four college or university with a Bachelor's Degree in Information Technology, Computer Science, Computer Technology, or related field
- Eight (8) years' experience in information technology that includes customer service
- 1 year team leadership or supervision
- Or equivalent combination of education and experience
- Must possess a valid Florida driver's license

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications
- Skill in managing personal daily activities and major projects for self and others
- Skill in use and application of reference materials to research and solve major problems
- Skill in the application of theory in resolving major problems
- Skill in applying new technologies, soft skills and procedures
- Ability to mentor teammates, lead teams, and facilitate groups to achieve success with others
- Ability to prepare and deliver effective presentations at various levels
- Ability to use diplomacy in dealing with difficult customers and delivery of services
- Ability to communicate effectively, both verbally and in writing, with peers and others
- Ability to communicate with tact, patience and courtesy at all levels of the organization
- Ability to assist personnel with training of new technologies
- Ability to establish and maintain effective work relationships, both inside and outside of the division
- Ability to self-develop relevant job-related skill(s) for current role and partner with management on training plans and career path opportunities
- Ability to understand and follow specific instructions, priorities, policies and procedures
- Ability to identify, to take ownership of, and to troubleshoot and solve major problems
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace



PHYSICAL ABILITIES

In workday and as part of their job duties, members in this position are required to:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Drive up to 1 hour per day
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel, or twist