

FIRE DEPARTMENT
SANTA CLARA COUNTY

INFORMATION TECHNOLOGY SUPPORT SUPERVISOR

DEFINITION

Under the direction of the Network and Security Administrator, the Information Technology Support Supervisor is responsible for professional, technical, and project management functions related to IT customer support services. This includes researching, planning, selecting, implementing, supporting, and maintaining the Department's technology systems and programs. The Information Technology Support Supervisor provides advanced-level technical support and assistance to Department users; and performs a variety of technical duties relative to the assigned area of responsibility.

This classification is a Fair Labor Standards Act non-exempt, represented position in the Classified Service.

DISTINGUISHING CHARACTERISTICS

The Information Technology Support Supervisor classification is an advanced-level classification that develops, installs, recommends, analyzes, evaluates and maintains related customer support operations and systems. The Information Technology Support Supervisor classification is distinguished from the lower-level Information Systems Analyst I/II positions by the **level of responsibility assumed and the complexity of duties assigned**, and from the higher level Network and Security Administrator classification, in that the manager performs the most difficult and responsible types of duties assigned to classes in the Information Technology Division. Incumbents at this level are required to be fully trained and knowledgeable in all procedures related to assigned area of responsibility.

EXAMPLE OF DUTIES

Depending upon assignment, duties may include, but are not limited to the following:

- Supervise, train, and evaluate Information Systems Analysts I/II and other assigned personnel.
- Prioritize, assign, and participate in daily work assignments and project activities.
- Provide guidance and technical mentorship to staff, promoting professional development and high-quality performance.
- Receive, evaluate, prioritize, and delegate IT support requests to ensure timely resolution.
- Provide technical assistance to system users in accordance with established IT policies and procedures.
- Collaborate with division staff and stakeholders to troubleshoot and resolve IT system issues, supporting uninterrupted business operations.
- Oversee the full lifecycle of IT assets, including deployment, tracking, maintenance, and decommissioning of hardware and software.

EXAMPLE OF DUTIES (CONTINUED)

- Install, configure, test, and integrate desktop computers, voice / data communications equipment, and applications with existing systems.
- Perform equipment and system setup, including interconnections and performance monitoring.
- Propose and plan system upgrades or replacements to align with supported technology standards.
- Provide input on new technology and assist with gathering technical specifications to support procurement efforts.
- Lead all phases of IT projects, including research, scope definition, system integration design, and change management planning.
- Prepare technical specifications, develop support and training documentation, and ensure successful integration of new applications.
- Attend and participate in professional meetings and remain current on trends and innovations in information technology.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree from an accredited college or university with major course work in computer science, computer engineering, information technology, electronics technology, information systems, or a related field, and 3–5 years of progressively responsible experience in IT support, desktop support, or systems administration, , of at which at least 1-2 year(s) of experience include supervisory or team lead role.

Or

Possession of an associate degree in computer science, computer engineering, information technology, electronics technology, information systems, or a closely related field, and 5–7 years of progressively responsible experience in IT support, desktop support, or systems administration, , of at which at least 2 years of experience include supervisory or team lead role.

Required: Apple Certified Support Professional (ACSP) or equivalent.

Preferred: CompTIA A+, Associate Google Workspace Administrator, MDM Platform Certifications

Knowledge Of:

- Methods and techniques used in the installation, troubleshooting and maintenance of information systems and software applications.
- Pertinent local, state, and federal codes, laws, and regulations.
- Advanced knowledge of IT supported devices (desktops, laptops, iPads, iPhones, etc.), operating systems, office automation tools, and desktop software.
- Advanced knowledge of computer peripherals such as printers, copiers, scanners, plotters, and external storage devices.
- Knowledge of audiovisual (AV) systems, including setup, configuration, and troubleshooting of projectors, displays, conferencing equipment, and sound systems.
- Intermediate knowledge of cybersecurity practices and procedures.
- Advanced methods and techniques of troubleshooting hardware, software, voice and/or data communications equipment, AV equipment and inter-connectivity issues.
- Proven experience in Adobe products, Microsoft Office 365, Active Directory & Group Policy, Remote Support Tools, Google Workspace, MDM Application, Software Managements Tools
- Intermediate knowledge of UNIX or any equivalent operating system.
- Expert understanding of the Apple and Windows platforms.
- Expert knowledge of Apple devices.

Ability To:

- Provide guidance, direction, and mentorship to Information Systems Analyst I/II, extra-help employees, and other assigned personnel, demonstrating strong leadership to support professional development and ensure high-quality performance.
- Identify, analyze, and define administrative and technical issues, collect information, establish facts, draw valid conclusions, and make appropriate recommendations.
- Respond promptly and effectively to requests for service, including cybersecurity incidents.
- Effectively organize, prioritize and follow-up on work assignments in order to meet established deadlines.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Analyze and assess the technological needs of Department users
- Work irregular and protracted hours, including weekends.
- Work independently, with minimal supervision.

Ability To: (continued)

- Establish and maintain effective, and professional working relationships with those contacted in the course of work.
- Effectively manage multiple projects and priorities, delegate assignments as appropriate.
- Recognize problems and develop recommendations and solutions.
- Ability to adapt and perform duties across multiple department locations as needed, demonstrating flexibility in work assignments and environments.
- Communicate clearly and concisely, both orally and in writing, including communicating technical information in understandable and non-technical terms.

Working Conditions/Physical Demands: Work is performed both in an office setting and in the field. There may be exposure to noise and dust. Work may involve physical exertion including walking, standing, kneeling, stooping, reaching, lifting, crawling, and climbing. Perform simple and power grasping, pushing, pulling, and fine manipulation; use telephone and write or use a keyboard to communicate through written means; and lift or carry weight of up to 50 pounds. Manual dexterity; clear, understandable speech; and visual and hearing acuity are also required.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Conditions: The candidate must pass a background check, Live Scan fingerprint, and complete a medical examination.