City of Portland **Job Code: Multiple**

INFORMATION SYSTEMS SUPERVISOR

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

To supervise, assign, review and participate in the work of staff responsible for information systems work, such as data management, telecommunications, or the installation and maintenance of hardware and software; to conduct technical research and recommend new systems or improvements to existing systems; to ensure work quality and adherence to established policies and procedures; and to perform the more technical and complex tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from an Information Systems Manager or Senior Information Systems Manager.

Exercises direct supervision over professional and technical staff.

EXAMPLES OF WORK--*(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.)*

1. Plan, prioritize, assign, review and participate in the work of staff responsible for information systems work.

2. Establish schedules and methods for providing information systems services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.

3. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.

4. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures.

5. Perform the most technical and complex tasks of the work unit including serving as project manager on assigned information systems and/or applications development, support, and implementation projects.

6. Prepare and present project progress reports for department management or committees; identify problems and issues; recommend solutions.

7. Oversee the planning, installation and maintenance of application software, computer hardware, data management or telecommunications systems; provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques.

8. Conduct studies, analysis and research on a range of information system assignments; analyze information needs to develop appropriate system structure; perform design and programming work as necessary for the efficient operation and enhancement of complex automated systems.

9. Prepare user manuals and procedures defining system requirements for data collection, update and inquiry activities; review documentation to ensure that system requirements are met.

10. Effectively recommend the selection of assigned information systems staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

11. Participate in the preparation and administration of assigned program budget; submit budget recommendations; monitor expenditures.

12. Attend and participate in professional group meetings, stay abreast of new trends and innovations in the field of information systems.

13. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of an information systems or voice and data communications program.
- Operational characteristics and capabilities of data base management systems.
- Principles and procedures of quality assurance and security related to computer applications.
- Principles of supervision, training and performance evaluation.
- Principles, practices, methods and techniques of providing information systems project management services.
- Operational characteristics of various computer systems, applications and peripheral equipment.
- Principles and practices of system testing, analysis and security administration.
- Principles of data management and integrity.
- Advanced methods and techniques used in the installation, trouble shooting, upgrading and problem resolution of information systems.
- Advanced methods and techniques of system design, programming and software installation.
- Methods and techniques of providing cost benefit analyses for information systems projects.
- Advanced principles and practices of computer science and information systems.
- Pertinent Federal, State and local codes, laws and regulations.

Ability to:

- Supervise, organize and review the work of lower level staff.
- Select, supervise, train and evaluate staff,
- Perform advanced programming and data base management duties.
- Oversee quality assurance and security procedures for help-desk services.
- Provide information systems project management services.
- Assess business data processing needs and develop information system solutions to meet these needs.
- Prepare clear and concise reports.
- Install, test and configure hardware and software applications and programs.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

SPECIALTIES:

Positions in this class are assigned to one of the following specialties: Bureau Information Systems & GIS (BGIS) or Generalist (GEN). Positions assigned to the Generalist specialty are defined in the General Purpose and Examples of Work sections of the class specification.

Class History:

Adopted: 12-16-98

Class created as a result of IT Classification and Compensation Study 1997-1998. This class is composed of the following classes:

2546 Information Systems Supervisor Adopted: 07-01-92

Class created as a result of Nonrepresented Classification & Compensation Study, 1991-92. This class is composed of positions from the following classes:

0380 MIS Analyst Revised 05-17-83

383 Principal Programmer Analyst Revised 10-16-84, 03-23-88

Revised: 7/1/02 Class Code changed from 2546 to 7508

7/1/03 Added Bureau Information Systems & GIS Specialty

9/03 Expanded description of potential IT areas supervised, including data management and telecommunications.

June 2009 - Change Job Class number from 7508 to 30000603 (GEN), due to system change.

June 2009 - Change Job Class number from 7508 to 30000604 (BGIS), due to system change.

30000604 – Information Systems Supervisor - Bureau Information Systems & GIS Specialty (BGIS)

Summary:

Positions assigned to this specialty are responsible for coordinating with the Bureau of Technology Services (BTS) to develop a small to medium sized bureau's strategic plan for information technology, and ensuring its implementation. Work is accomplished through bureau staff reporting directly to this position, who provide bureau specific GIS services, and through staff reporting to BTS, who provide access to City-wide IT services.

Examples of Work:

Participates in the bureau's management team to integrate current IT and GIS issues and capabilities into the team's deliberations and decisions regarding overall bureau objectives.

Works with the BTS Bureau Business Representative and management to develop and revise the bureau's strategic plan for information services; advocates, negotiates, and coordinates with BTS management and staff for City-wide services needed for plan implementation; develops and executes plans for achieving goals pertaining to GIS and other bureau-specific systems.

Provides staff assistance to management on information systems issues; participates on a variety of IT planning and coordinating committees; prepares and presents staff reports and other necessary correspondence.

Participates in the development and administration of the bureau budget for information systems; forecasts funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments in area of assignment.

Supervises and participates in the development, modification, enhancement and implementation of bureau GIS and related software applications; supervises and may participate in developing applications and automation tools to enhance end-user GIS services and support.

Supervises development, maintenance and enhancement of engineering maps and record drawings depicting land base, land use, zoning, facilities and other data; oversees production of standard and specialized maps, drawings, analyses and reports; plans and supervises the conversion of Mylar and AutoCAD maps and architectural drawings to GIS for archiving and retrieval purposes.

Effectively recommends the selection of subordinate staff; provides or coordinates staff training; works with employees to correct deficiencies; implements disciplinary procedures.

Supervises the work of graphics personnel who develop maps and other informational materials concerning the work of the bureau.

Manages the work of outside consultants, including selection of contractors, negotiation of terms and conditions and authorizing work and work payments; manages and participates in the development and administration of policies and procedures for contract administration, maintenance, security and related matters.

Coordinates activities with other divisions, bureaus and outside agencies; confers with bureau managers and employees regarding current and anticipated GIS information needs and the feasibility of alternative conceptual approaches to meeting requirements; develops and recommends short- and long-term plans for hardware and software upgrades to bureau GIS systems, consistent with BTS standards and in coordination with the CGIS program within BTS.

Coordinates work activities with other bureaus to optimize use of existing hardware and software and to design and evaluate new user systems solutions; works with technical staff from other bureaus to develop and enhance the corporate GIS database and to prioritize GIS applications development and enhancement requests.

Attends and participates in professional group meetings; stays abreast of trends and innovations in GIS and other relevant areas.

Knowledge, Skills, and Abilities:

Knowledge of methods and techniques of evaluating business needs and developing information systems solutions.

Knowledge of advanced principles and practices of computer science and information systems, to include database management systems; systems analysis, design and development; web based technology; quality assurance and security.

Knowledge of the principles, practices, methods and techniques applicable to the implementation, management and enhancement of GIS user applications, including functionalities, analytic tools and techniques, operation and quality control and assurance.

Knowledge of computer-aided mapping principles, practices, and techniques including attribute data conversion, manipulation and analysis; and of global positioning survey concepts and analytical techniques.

Knowledge of team participation and leadership techniques.

Knowledge of project management techniques.

Knowledge of methods and techniques of providing cost benefit analyses for information systems projects.

Knowledge of contracting procedures and requirements.

Knowledge of pertinent federal state and local codes, laws and regulations.

Ability to assess business data processing needs and to develop information system solutions to meet needs.

Ability to discuss complex technical information with managers and others whose expertise is in other areas.

Ability to manage consultatively with other divisions, bureaus and BTS to accomplish integrated citywide information systems.

Ability to assess productivity requirements, set priorities and allocate resources to most effectively meet needs in a timely manner.

Ability to analyze alternatives for more effective use of mapping products and services and to develop sound conclusions and recommendations.

Ability to plan, organize, integrate and supervise the work of professional and technical staff, interns and outside consultants.

Ability to develop and administer program budgets.

Ability to select, train and evaluate staff; ability to supervise, organize and review their work.

Ability to develop and implement appropriate procedures and controls.

Ability to prepare clear, concise and accurate reports and other materials.

Ability to establish and maintain highly effective working relationships with City managers, staff, contractors, community and industry/trade organizations and others encountered in the course of work.