

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

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## INFORMATION TECHNOLOGY SUPERVISOR 2

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### DEFINITION

Supervises and coordinates the activities of a computer or support system staff engaged in the operation of a computer system; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

### WORK EXAMPLES

Supervises and evaluates the work of subordinate staff; effectively recommends personnel actions related to selection, disciplinary procedures, performance, leaves of absence, grievances, work schedules and assignments, and administers personnel and related policies and procedures.

Plans, coordinates, and directs the activities of technical and clerical personnel engaged in operating a computer system, related peripheral equipment, data entry devices, and controlling document and record distribution.

Confers with other information technology processing staff to establish operation requirements and procedures for testing and debugging programs.

Develops long range plans (or phases of plans) for the operations unit by considering work methods, scheduling of priorities, and capabilities of equipment to produce desired results efficiently and effectively; informs administrator of recurring or projected resource and capacity problems for planning purposes and corrective action.

Develops and maintains operating schedules to provide the most efficient use of personnel and equipment; establishes maintenance schedule for all equipment.

Maintains records and prepares reports of production, equipment operation, and downtime; orders and regulates the use of supplies used in computer operations and in data entry.

Reviews finished products of computer and data entry operations to ensure conformance to established quality and operational standards.

Devises techniques for improving productivity of personnel and equipment resources.

Establishes and enforces standards for controlling the workflow and integrity of data through the production processes and for ensuring the quality of production work and security of materials, equipment, and files located within the facility.

Operates the electronic computer and peripheral equipment as required.

### COMPETENCIES REQUIRED

Knowledge of the operation of current electronic digital computers and related peripheral equipment.

Knowledge of the functional characteristics of information technology processing equipment.

Knowledge of basic information technology processing principles.

Knowledge of operating systems.

Knowledge of supervisory principles and techniques.

Ability to schedule work within machine availability factors in order to achieve maximum personnel and equipment utilization.

Ability to plan, organize, control and effectively supervise the work of subordinates.

Ability to coordinate operations activities in accordance with other agency data processing functions.

Ability to use initiative and judgment in order to effectively work in a team environment.

Ability to maintain self-control when confronted with emergency, critical or unusual situations.

Ability to adapt to frequent changes in the work environment so an adequate workflow can be maintained.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to one year of full time supervisory work hiring, training, instructing, assigning, and reviewing the work of others in information processing, recording and/or storage;

OR

successful completion of a two-year computer science program at an accredited area college and experience equal to one year of full time information technology work;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year of full-time work as an Information Technology Specialist 2.

Effective Date: 04/06 DF