MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION
INFORMATION TECHNOLOGY SUPERVISOR

JOB DESCRIPTION
Employees in this job direct the activities of subordinate personnel to provide support for either a microcomputer or mainframe computer environment. The employee works within general methods and procedures, exercises considerable independent judgment to select the proper course of action, and is required to review the work of subordinate information technology technicians and/or supervisors, to ensure conformance with established guidelines, methods, procedures, and policies related to the information technology program area.

There are three classifications in this job.

Position Code Title - Info Tech Supervisor-1
Information Technology Supervisor 11
The employee serves as a first-level supervisor directly supervising subordinate Information Technology Technician staff positions.

Position Code Title - Info Tech Supervisor-2
Information Technology Supervisor 12
The employee serves either as a second-line supervisor directing subordinate Information Technology Technician staff through first-line supervisors, or as a first-line supervisor directing subordinate Information Technology Technician staff in a complex work area.

Position Code Title - Info Tech Supervisor-3
Information Technology Supervisor 13
The employee serves either as a third-line supervisor directing subordinate information technology technician staff through second-line supervisors, or as a second-line supervisor directing subordinate information technology technician staff through first-line supervisors in a complex work area.

Positions may only be classified at the 12-level as first-line supervisors in a complex work area and at the 13-level as second-line supervisors in a complex work area if they meet complex allocating standards developed by the agency and approved by Civil Service. The standards must describe the elements that distinguish standard and complex work areas (administrative complexity, variety of activities, impact of work, size and composition of staff, organizational placement, etc.). They may be position-specific, department-specific, or may be applicable to a specific entity within a department. Civil Service may develop universal standards in the absence of other criteria.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.
Directs the preparation and installation of network software.

Directs the diagnosis and resolution of network software problems.

Directs the performance of equipment repair, the building of cables, and the replacement of boards and components to identify or remedy failures.

Directs the performance of all functions required to prepare and install microcomputers and related equipment including connections to the data communications network.

Coordinates sending out equipment for repair.

May occasionally perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

Considerable knowledge of training and supervisory techniques.

Considerable knowledge of equal employment practices.

Considerable knowledge of employee policies and procedures.

Ability to conduct training and informational sessions.

Ability to communicate effectively.
Ability to maintain favorable public relations.

**Additional Knowledge, Skills, and Abilities**

**Information Technology Supervisor 11 - 13**

**Mainframe Environment:**
- Ability to identify and resolve problems associated with operating system malfunctions.
- Ability to key in coded information and instructions.

**Network Environment:**
- Knowledge of microcomputer hardware and software.
- Knowledge of data communications networks.
- Ability to operate a microcomputer keyboard.
- Ability to diagnose hardware and software problems.
- Ability to repair microcomputer components.
- Ability to prepare and install software packages.

**Working Conditions**

*None*

**Physical Requirements**

Considerable manual dexterity with tools.

The job duties require an employee to work under stressful conditions.

**Education**

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year college level curriculum.

**Experience**

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**Information Technology Supervisor 11**

One year of experience as an Information Technology Technician 10.

OR

Two years of experience as an Information Technology Technician 9.

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**Information Technology Supervisor 12**

Two years of experience as an Information Technology Technician 10.

OR

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One year of experience as an Information Technology Supervisor 11.

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**Information Technology Supervisor 13**

Two years of experience as an Information Technology Supervisor 11.

OR

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One year of experience as an Information Technology Supervisor 12.

Alternate Education and Experience
Information Technology Supervisor 11 - 13
Significant on-the-job, or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

Special Requirements, Licenses, and Certifications
None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

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