The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Supervisor   GRADE: 30   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1319   EEO: Professional   FLSA: Exempt

Class Definition:

Under direction, manages departmental computer, network and/or telecommunications support functions. Oversees the design of implementation plans, troubleshooting and maintenance of large department-wide networks, computers and telecommunications systems. Responsible for computer hardware, software and peripheral equipment; database management, systems analysis and design, local and wide area network (LAN/WAN) management support, internet and intranet management and design; end-user support and training; and special applications software. Work involves developing and recommending standards, policies and procedures; developing unit goals and objectives; maintaining records; coordinating technology support; conducting major system analyses; supervising support staff; and developing long-range technology plans for the department. Some work is confidential or sensitive. The work (as supervisor) results in provision of information technology support operations and services to employees, department wide. Applies expert knowledge and support of computer science principles and practices, design and development of computer and network systems, computer and peripheral equipment, hardware/software and system setup, network and computer preventive maintenance, troubleshooting techniques and procedures. Independently performs various types of analyses (e.g. data, operational and supervisory) and solves conventional, non-standard and challenging problems to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functional responsibilities, goals, priorities and resources. The incumbent independently plans and manages the work of the unit and ensures it is carried out in conformance with established policies and procedures and accepted customer service practices; resolves problems/deviations referred by subordinates or management by selecting and applying the appropriate guideline(s); keeps the supervisor informed and brings particularly challenging or highly sensitive problems to the supervisor for guidance or resolution. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results, and is evaluated for conformance with guidelines, quality, quantity, timeliness, teamwork, customer service and such other factors as sound judgment and creativity in solving problems.

Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision (±40%)

   - Manages the operation of one or more technical functional areas of work unit. Manages projects collaboratively with internal/external clients utilizing the IT unit's systems to meet specific client's goals. Ensures that project plans are created, tested, implemented and evaluation of system. Manages project or section level budget for revenues and expenditures; participates in division budget development. Maintains relevant unit records including supplies and equipment inventory.

TITLE: IT/Telecom Support Supervisor   GRADE: 30   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1319   EEO: Professional   FLSA: Exempt

- Performs a full range of supervisory human resource (HR) management functions, unit wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.

2. Core Functions (±50%) – assigned functions vary by position

- End-User Administration. Manages end-user support in one or more functional areas; such as, desktop support, telecommunications, mobile devices, file server access, peripheral equipment and software support. Provides an advanced level of troubleshooting support in response to complex problems, questions and inquiries that have been escalated by staff.

- LAN Administration. Manages network administration tasks; adds, deletes, modifies and ensures space is properly allocated to users in Active Directory. Provides guidance and attention to end-user problems (e.g., log in, printer hang-ups, space allocation); confirms and reviews the status of file servers and performs preventive maintenance (e.g., checks file system integrity, error logs and level of usage) and tape backups.

- System Administration. Manages day-to-day operation of several systems including physical and virtual servers, network operating systems, telecommunications infrastructure and application software which includes monitoring of file servers for performance issues and server maintenance and security measures to prevent downtime. Manages system backups; provides necessary corrective actions to ensure the stability and accessibility of servers, operating systems, applications and infrastructure. Provides access to file server resources to end users and performs data restoration when necessary.

- Storage Area Network (SAN)/Virtualization. Manages the Virtualization/SAN infrastructure by creating goals, long-term virtualization and training plans; creates virtual servers and performs administration of physical host servers virtual guest servers. Ensures the performance of virtual and physical servers is monitored and system allocations are changed as needed to confirm no performance issues arise. Ensures data replication for disaster recovery site is consistent and connections are functional; data replication issues are resolved; disaster recovery procedures are tested and refined for data stored on SAN (applies to cloud, physical or virtual server administration).

- WAN Administration. Manages the administration of the daily operation of WAN which involves monitoring and troubleshooting current infrastructure of WIFI, data services, network switches and routers. Confirms that service calls are placed during outages or intermittent problems; troubleshooting is performed, and remedies provided. Manages response to alarms from network monitoring system and ensures appropriate corrective actions are taken.

The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Supervisor   GRADE: 30   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1319   EEO: Professional   FLSA: Exempt

- Network Security. Manages the administration of daily functions of firewalls; which involves additions, removals and modifications to access rules based on infrastructure requirements for traffic flow and access to resources. Keeps informed of the current security threats and virus attacks, proactively preventing damage to systems; oversees a team of LAN managers for establishing security measures and strengthening security policies.

- Research and Analysis. Conducts analysis of business processes, requirements and reporting needs. Develops data management systems and applications to increase departmental productivity by utilizing multiple programming languages and relational database systems. Develops plans for configuring, testing and installing systems; researches hardware and software capabilities, compatibility with existing systems, and other characteristics.

- Voice Communication Systems. Plans and coordinates support, installation, renovation and repair of telecommunications systems for a large department or several departments. Plans, designs and recommends technology plans for the department; works with supervisors, managers and other staff to identify and provide technical guidance for future objectives. Analyzes major systems; identifies user needs including current resources; and develops plans for configuring, testing, and installing systems. Designs configurations and analyzes cost effectiveness of alternative configurations; researches system capabilities, compatibility with existing systems and other characteristics. Develops specifications; selects or recommends selection of appropriate equipment and software.

3. Other (±10%)

- Keeps supervisor and others, as appropriate, informed of work activities, progress and problems. Ensures work priorities are checked and updated through a ticketing system and progress of identified service level agreements are communicated. Develops and recommends standards, policies and procedures directly related to unit work; develops goals and objectives that are both strategic and tactical. Develops long-range planning; follows all IT policies and procedures in providing guidance to others and in daily work. Prepares end-user and technical documentation for improved customer service and effective system administration.

- Provides expert knowledge and support in system integration, database administration and webmaster. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes and utilizing other sources of information. Operates computers proficiently with advanced knowledge of core software used in the Commission such as email, word processing, spreadsheets, presentation software and graphics.

The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Supervisor   GRADE: 30   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1319   EEO: Professional   FLSA: Exempt

- Performs contract administration by preparing technical specifications for bid, coordinating with Central Purchasing on competitive procurements, participating in negotiations, monitoring contractor performance and validating invoices.

- Communicates in writing and orally; prepares written communications to management, end users and contractors. Prepares written justification for suggested procurements; makes oral presentations at meetings.

- Leads contact with vendor support to escalate issues and synthesizes results for staff to recommend action steps.

Important Worker Characteristics:

A. (1) Expert knowledge and support of:
  - Computer science principles and practices;
  - Design and development of computer and network systems including network architecture, standards and protocols;
  - Computer, peripheral equipment hardware/software and system setup;
  - Network and computer preventive maintenance, troubleshooting techniques and procedures;
  - LAN/WAN management functions and procedures including network and error documentation, performance and security management;
  - Network and operating systems and application software;
  - Utility software for monitoring system performance and diagnosing problems;
  - Safety practices when working with electronic equipment;
  - Backup and disaster recovery;
  - Microsoft Office Suite and other software typically used at the Commission;
  - Cloud storage and application solutions;
  - Wireless communication systems;
  - Systems analysis and project management;
  - Internet/intranet design and management;
  (2) Commission organization, policies and procedures*.

  Typically acquired or fully developed primarily after employment in this job class.

B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision; or rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.

The Maryland-National Capital Park and Planning Commission

TITLE: IT/Telecom Support Supervisor   GRADE: 30   DATE: 8/26/2020
SERIES: Information Technology   CODE: 1319   EEO: Professional   FLSA: Exempt

C. Considerable skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skills in identifying subtle aspects of problems and making recommendations and decisions. Examples include diagnosing and correcting hardware and software problems; planning, directing and organizing work products by determining priorities and allocating resources; installation, testing, and troubleshooting hardware and software.

D. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. This includes skill in actively listening and encouraging effective communication by others. Examples include planning, coordinating and executing business functions through use of information technology; preparing and presenting technical reports, correspondence and presentations.

E. Interpersonal skills to interact with business contacts in a businesslike, customer service - oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or leader of a team.

F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Associate's Degree in Computer Science, Information Management Systems, or any related field.

2. Five (5) years of experience in information technology support functions.

3. An equivalent combination of education and experience may be substituted, which together total seven (7) years.

4. Depending upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

5. Pass Commission medical examination.

Working Conditions:

Work is performed in an office setting. Work involves walking, standing, bending, crouching, and may carry equipment and supplies up to 49 pounds. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work.