

BTS SUPERVISOR

Job Code	Pay Grade
14662	SM6

Nature of Work

This is advanced supervisory, technical work assisting management in the Department of Business Technology Services (BTS) in planning, selection, maintenance, and application of operating system software, installed on multi-computer hardware platforms devoted to centralized, mission critical functions. An employee in this class plans, organizes, coordinates and supervises a technical staff involved in technical support, networking, systems and applications programming and other forms of information processing. Work is performed under the technical supervision of a BTS Manager.

Minimum Qualification Requirements

- 6 years of technical and supervisory IT (Information Technology) operations and IT applications experience in an IT organization that includes IT lead worker, supervision or supervisory training; or
- Associate's Degree or 2 years technical training in Information Technology, Management Information Systems or related field and 4 years experience as described above; or
- Bachelor's Degree and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more specific BTS functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, coordinates, supervises and monitors activities of assigned technical employees involved in various projects, including; status, scheduling, prioritizing, training, and leading work of implementation teams, on related projects.
- Compares, forecasts, plans, and assigns staff and resources for projects, including technical and support personnel, consultants and equipment.
- Assists in development of changes in management plans for new projects, including business process assessment, training requirements and budget preparations and appropriate forms of communication.
- Reviews completed projects to assure completeness and compliance with established standards.
- Coordinates activities and computer systems requirements with departments to assure current technology needs are met.
- Supervises selection, training, and conduct of subordinate technical and clerical employees; recommends discipline as necessary.
- Troubleshoots network communications, software and hardware problems; designs systems logic, debugs system program problems; and assists software vendors with problem resolution.
- Performs related work as assigned or required.

Knowledge, Skills and Abilities

- Knowledge of operating characteristics, capabilities and limitations of several diverse computer system environments.
- Advanced knowledge of systems analysis, design, programming practices and standards, procedures and languages, and hardware/software system testing methods.
- Knowledge of principles and procedures of effective diverse project management, and skill in their application.

BTS SUPERVISOR (continued)

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Knowledge, Skills, and Abilities (continued)

- Skill in methods and techniques relevant to information systems research.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to apply computer applications and software.
- Ability to perform technical computations and analyses; generate reports, sort and categorize data.
- Ability to communicate technical information, and prepare comprehensive written reports that concisely convey ideas, plans, or status.
- Ability to coordinate and supervise application development and related support activities associated with the Department and Project Management Systems.
- Ability to analyze and evaluate new technical developments, new hardware and software, and applicability to organization resource utilization.
- Ability to mediate issues dealing with conflicting opinions, priorities, and agendas.
- Ability to direct, plan, supervise, evaluate work, and advise technical, professional, and administrative staff; establish and maintain effective working relationships with public officials, BCC departments, county employees and the public.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.

For official use only

Revised	EEOC Code	Overtime Code
8/08	Technicians	Exempt