

TAX COLLECTOR COMPUTER SYSTEMS SUPERVISOR

Job Code	Pay Grade
23256	E-14

Nature of Work

This is complex technical and analytical work responsible for computer information systems activities with supervisory responsibility. The position is responsible for assuring that staff develops and supports departmental systems that include mini computers, Local Area Networks (LAN), personal computers, and associated productivity products. An employee in this class provides and supervises product consulting, system configuring, technical training, testing and installing hardware and software, developing applications, and assisting customers. Duties include providing technical advice, leadership, and review of subordinate technical staff. The incumbent assumes the role of the Manager during absences.

Minimum Qualification Requirements

- Associate's degree in a related field and 2 years experience in information systems analysis or related experience that includes supervision or supervisory training; or
- Bachelor's degree in Management Information Systems (MIS), Information Technology (IT) or a related field and 4 years experience in information systems analysis or related experience that includes supervision or supervisory training; 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 actually demonstrate or be formally certified in one or more specific MIS and/or IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Supervises, coordinates, evaluates, and oversees the daily work of subordinate staff.
- Provides prompt action for customer support through the reallocating of workload priorities and reassigning technical support staff as needed.
- Plans work solutions by interfacing personal computers, LANs, and departmental systems through local and enterprise wide communications.
- Conducts and oversees solution testing and evaluation of new versions of hardware and software products.
- Provides written recommendations regarding capability, comparability or constraints of software and/or hardware usage.
- Conducts staff performance and salary evaluations, and conducts interviews with job applicants as assigned.
- Develops and supervises plans for system installations and their relocation during departmental moves.
- Responds to calls for assistance with software/hardware problems by assigning and prioritizing staff daily workload.
- Researches, recommends and prepares software/hardware configurations.
- Assists manager in short and long-range planning for support services to end users.
- Performs related work as assigned or required.

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Knowledge, Skills, and Abilities

- Knowledge of operating characteristics, capabilities, limitations and the application of LANs, Wide Area Networks (WAN), mini and personal computers and their operating systems.
- Knowledge of analysis and research techniques, methods and procedures.
- Knowledge of software/hardware troubleshooting procedures.
- Ability to apply computer applications and software.
- Ability to conduct tests, analyze test results, detect hardware and software errors and take proper corrective steps.
- Ability to organize and conduct meetings on technical subjects with non-technical users.
- Ability to supervise and monitor the work of subordinate staff.

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Revised	EEOC Code	Overtime Code
12/09	Professionals	Exempt