

## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Client Support Supervisor
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### GENERAL PURPOSE

Under general direction, supervises the Client Support division of the Information Systems department to provide service to users of all District-supported technologies; participates in the evaluation of proposed end-user technologies, coordinates purchases, oversees equipment inventory and logistics, aids in the development of long-term District-wide technology plans; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized technical support operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, for maintaining operational standards, and for providing professional-level support to the Senior Director of Information Systems in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Senior Director of Information Systems. Exercises direct supervision over technical staff.

### TYPICAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Participates in the selection, training, supervision, and evaluation of assigned staff; participates in the establishment of performance requirements and personal development targets and provides technical assistance and advice to assigned staff.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Assists with the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Supervises the delivery of systems networking and communications and hardware and software support services to all departments, including the installation and maintenance of networks to outside entities; develops and recommends applications and uses of advanced computing technology that support new District requirements and improved organizational performance; reviews and approves general systems approaches to the solution of problems and reviews program results.
- Confers with District supervisors and employees regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; participates in developing and recommending short- and long-term plans for hardware and software upgrades; works with District supervisors to schedule and prioritize network and technology upgrades.
- Directs, plans, and coordinates the installation, implementation, and conversion to new network programs and hardware; consults with manufacturers' representatives to define equipment needs; performs analyses and presents proposals for major purchases of hardware and software.
- Coordinates information systems activities with other departments to optimize use of existing hardware and software and to design and evaluate new systems solutions; directs and participates in managing the District's phone system.
- Directs and participates in end-user technology support, including help-desk services, training, and troubleshooting; directs the diagnosis, repair, and maintenance of computing equipment and peripherals; establishes District standards for computer hardware and software applications to be supported by Information Systems.
- Works closely with information systems managers to coordinate end-user support activities, help-desk services, and training; ensures all activities are communicated, executed, and coordinated with Client Support group activities, and transition newly developed solutions to production, providing final authority to promote new applications to production; works closely with Quality Assurance to track and manage technology assets and coordinate activities involving change control.
- Works collaboratively with all Information Systems divisions to provide input and guidance on technology and implementation plans.

- Participates in preparing detailed bid specifications for the purchase of services and software; reviews, negotiates, approves, and manages the Enterprise Support division's contractual obligations.
- Keeps abreast of advancements in information system and computing technologies and their capabilities; provides technical information, guidance, and support to other departments as needed.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

### **REQUIRED QUALIFICATIONS**

#### Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- Principles, practices, and techniques of information systems management, including applications design, hardware and software options for business, engineering, and operations applications, and the cost-benefit of systems alternatives.
- Operating principles, methods, practices, and limitations of various computing, storage, and network platforms.
- Principles and practices of systems administration, database design, and administration; systems analysis methods and techniques.
- Methods and techniques of project and contract management.
- Principles and practices of public administration, including budgeting and purchasing.
- District functions and associated information management needs.
- District personnel rules, policies, and labor contract provisions.
- District and mandated safety rules, regulations, and protocols.
- Office and records management practices and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Assist with the preparation, administration, and monitoring of a division/department budget.
- Plan, organize, integrate, and manage systems installation, configuration, and administration activities.
- Establish and maintain project and production schedules.
- Identify information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
- Assess user department needs, set priorities, and allocate resources to most effectively meet needs in a timely manner.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, and accurate reports and other materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Four (4) years of progressively responsible experience providing professional services to an information systems client-support program, one (1) of which should be in a lead worker capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, or a closely related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Client Support Supervisor  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Client Support Supervisor. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_