

IT SUPERVISOR

Position Summary

Provides oversight and responsibility for the performance and operation of a specific unit and/or service. Oversees performance on a daily basis, taking corrective action where necessary to ensure functionality, utilization and availability. Effectively manages staff such that departmental standards and expectations are realized.

Key Roles and Responsibilities

Provides general supervision to the unit/function assigned, ensuring the performance of all personnel, services and/or technology.

Establishes working relationships with others in the department, collaborating on new technology needs or expanded uses for existing technologies to increase functionality or efficiency.

Solicits information from customers, analyzes technology performance, and makes recommendations for new hardware, software or peripherals.

Participates in and ensures that documentation is developed for safe and effective uses of equipment.

Participates in and/or ensures that departmental training is conducted to maximize customer's use of existing technology.

Provides project management for small to medium size departmental projects, ensuring the proper and timely scheduling and allocation of resources, including staffing. Provides reports and communicates progress to manager. Collaborates with internal and external sources or vendors.

May maintain equipment inventory and the process for the storage and surplus of equipment.

Maintains a high level of technical competence; assists staff in resolving complex technical problems and works with customers to ensure solutions are satisfactory.

Provides direct supervision for staff, communicating clear expectations, provides training, constructive feedback and recognition when appropriate. Engages in career development discussions and ensures adequate training resources are available. Develops unit standards, policies and procedures and effectively manages to achieve them.

Communicates administrative policies and procedures and ensures adherence to established University policies, procedures and objectives, quality assurance programs, and safety standards. May administer unit budget according to established rules and regulations.

Establishes and aligns unit/project deliverables and priorities with the department's overall strategic plans. Makes recommendations and provides input to management for inclusion in strategic planning discussions.

Represents unit within the larger department and participates on committees as requested.