

METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

CLASSIFICATION DESCRIPTION

Classification Title:	<u>MICROCOMPUTER TECHNOLOGY SUPERVISOR</u>		
Bargaining Unit:	<u>03- Supervisors Association</u>		
Class Code: <u>186</u>	Grade: <u>60</u>	EEOC Category: <u>1</u>	Overtime Exempt: <u>Y</u>
Typical Career Progression:	<u>Microcomputer Tech. Supv. / Electronic Tech. II / Electronic Tech. I</u>		
	<u>Asst. Electronic Tech. / /</u>		
	<u>/ /</u>		
Group:	<u>Corporate Resrouces / /</u>		
	<u>/ /</u>		
Reports to:	<u>Information Systems Manager /</u>		
	<u>/</u>		
	<u>/</u>		

JOB SUMMARY

Supervise all activities related to the evaluation, acquisition, installation, maintenance, inventory and repair of Metropolitan's personal computers (PC) and peripheral equipment and the provision of support to the user community to ensure that PC software, hardware and peripherals meet Metropolitan's near and projected long term needs efficiently, consistently and cost-effectively.

ESSENTIAL FUNCTIONS –*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

1. Evaluate actual and projected technological advancements in the PC arena in order to identify those products that will serve Metropolitan's near and projected long-term needs for hardware, software and peripherals. Prepare analyses and recommendations to senior management and the Board of Directors on PC acquisitions that will enhance employee productivity and support Metropolitan's mission and objectives.
2. Supervise installation of all PC's at Metropolitan. Plan and coordinate installations with divisions, manufacturers, vendors, and PC technicians to ensure the utilization of cost efficient and high quality PC and peripheral equipment technology.
3. Supervise staff, including selecting employees, assigning work, providing training and development, evaluating performance, and building a motivated, effective team to ensure that organizational goals for diversity, career development, productivity, performance management and employee involvement are met.
4. Supervise the planning, development, and monitoring of applicable budgets to ensure the most efficient use of resources, adherence to established guidelines, and accurate and timely reporting, accounting, tracking, and control of budgetary information.

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5. Analyze and approve all budget sheets requesting PC hardware, software, or peripherals to ensure compliance with IS standard. Generate PC computing profiles by function, capability, and application of new hardware and software in order to utilize the latest available technology and maintain the highest cost/benefit ratio for Metropolitan purchases.
6. Assist management in identifying cost-efficient and reliable PC manufacturers. Conduct comparative analysis and studies of financial, technical, and logistics capability of vendors to obtain the best cost/performance/feature ratios. Negotiate with vendors to supply PCs, peripherals, parts, and software.
7. Manage and monitor the metrics project and Help Desk performance to ensure highly responsive and efficient operations.
8. Perform other related duties as required.
9. Assist in the preparation of the division's annual business plan to ensure that activities related to microcomputer equipment and systems support organizational mission, goals, and objectives.

MINIMUM QUALIFICATIONS

Education and Experience:

A combination of education and experience in a microcomputer technology function totaling 8 years, 2 years of which must have been at the supervisory level

LICENSES/CERTIFICATION REQUIRED

- Certification in PC hardware/software support (IBM, Compaq, Apple, and Hewlett Packard)

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of (B/basic; J/journey; E/expert):

- Microcomputer installation and repairs concepts and techniques (E)
- Contract administration and negotiation (J)
- Microcomputer hardware/software technology (E)
- Budgetary concepts and procedures (J)
- Management/supervisory concepts and techniques (J)
- Policies, practices and procedures related to PC systems technology (J)
- Emergency response policies and procedures (J)
- Environmental regulations relevant to PC equipment and peripherals (B)

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Skill and ability to:

- Manage a diverse workforce
- Manage complex projects involving large scale PC procurement, installation, operations, and maintenance
- Use and manage the use of PC equipment and peripherals
- Prepare comprehensive administrative and technical documents and reports
- Read and interpret diagrams, blocks, and schematics
- Conduct complex problem-solving related to PC and peripheral equipment problems and irregularities
- Prepare and deliver clear, concise, and well-organized presentations on area of expertise to a variety of audiences having varying levels of technical knowledge
- Spend prolonged hours working at a computer terminal, requiring attention to detail
- Travel to various and remote sites within the Metropolitan's service area

PERFORMANCE CATEGORIES

Performance expectations would typically be tailored to the job and incumbent. The general categories for this job could include but are not limited to:

- Budget
- Productivity measures for vendor contact compliance
- Cost efficient purchases of equipment
- Productivity measures for PC and peripheral equipment and employee performance
- Internal and cross-functional teamwork
- Safety of the work area and equipment
- Customer satisfaction
- External relationships with vendors, manufacturers, and consultants
- Employee development to meet Metropolitan's near- and mid-term needs
- Selection and retention of workforce to meet Metropolitan diversity objectives

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY

Supervisory scope

- Small work group of approximately 11 to 20 employees

Project management examples:

- Reorganize the Help Desk functions to ensure more responsive and timely service to Metropolitan users.
- Re-engineer PC acquisitions and installations.

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Effective Date: 06/25/23

Adopted: 03/04/01

Revised: 09/19/23

Supersedes Microcomputer Technology Supervisor dated: 04/29/12

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