 **Information Technology Supervisor Standard Job Description**

**Classification Title:** Information Technology Supervisor

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 64

**Job Description Summary:**

The Information Technology Supervisor provides assistance supervising the work of an Information Technology lab or team responsible for supporting computer or network services.

**Essential Duties and Tasks:**

**40% Supervision and Team Management**

* Supervises student employees and assists with hiring, training, and scheduling work.
* Monitors performance and evaluates the lab or team staff.
* Assists with planning and organizing the operation of a computing lab or IT team.

**20% Equipment Maintenance and Support**

* Assists with ensuring equipment is operating correctly and reports problems to support staff.
* Troubleshoots printers and computers, utilizing problem tracking procedures.
* Maintains inventory of operating supplies and equipment.

**10% Customer Service and Problem Resolution**

* Works with customers to resolve problems and improve the level of service.
* Prints, secures, and delivers sensitive documents while ensuring the security of operations.

**10% Administrative Duties**

* Participates in training and professional development sessions.
* Performs other related duties as assigned.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* High School or GED.
* Four years of relevant experience.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively others.
* Strong interpersonal communications skills.

**Machines and Equipment:**

* Computer: 30 hours
* Phone: 5 hours

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This role may require working outside of standard office hours, including evenings, weekends, and holidays, to support the demands of technology services and ensure the seamless operation of essential systems.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**