 **Senior Information Technology Supervisor Standard Job Description**

**Classification Title:** Senior Information Technology Supervisor

**FLSA Exemption Status:** Non-Exempt

**Pay Grade:** 65

**Job Description Summary:**

The Senior Information Technology Supervisor supervises the work of an Information Technology lab or team responsible for supporting computer or network services.

**Essential Duties and Tasks:**

**40% Operations and Team Management**

* Plans, organizes, and directs the operation of the computing lab or IT team.
* Supervises an IT team consisting of student workers and manages daily operations.
* Hires, trains, and mentors part-time staff while processing evaluations.
* Participates with other supervisors in the overall supervision of operations.

**20% Equipment Maintenance and Support**

* Ensures equipment is operating correctly and reports problems to support staff.
* Troubleshoots printers and computers and monitors remote locations.
* Maintains inventory and supplies, preparing recommendations for budget estimates.

**10% Customer Service and Problem Resolution**

* Works with customers to resolve and report problems using lab equipment.
* Improves the level of service and supports student success through effective communication.

**10% Training and Development**

* Develops plans for and 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.
* Six 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**

**No**

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

**Yes**

**No**