TO: **SOUTHERN NEVADA DISTRICT BOARD OF HEALTH** **DATE:** **January 26, 2017**

RE: *Approval of new classification specification for Helpdesk and Application Support Supervisor, Schedule 26 ($69,846 - $97,427)*

PETITION # 01-17

That the Southern Nevada District Board of Health *approves the new classification specification for Helpdesk and Application Support Supervisor.*

PETITIONERS:

Shandra Hudson, SPHR, SHRM-SCP, *Human Resources Administrator* SH
Andrew J. Glass, FACHE, MS, *Director of Administration*
Joseph P. Iser, MD, DrPH, MSc, *Chief Health Officer*

DISCUSSION:

The Helpdesk and Application Support Supervisor position is necessary to balance the span of control in the Information Technology section, in addition to supporting the business applications and database administration functions. Currently, the IT Manager supervises nineteen direct reports. The Helpdesk and Application Support Supervisor will take over supervision of the IT helpdesk and application support staff, along with the IT trainer, for a total of eight positions. This position is also needed as the workload is anticipated to increase with the implementation of the new enterprise resource planning and EMR system. The Helpdesk and Application Support Supervisor will serve in a confidential capacity to aid and assist managerial staff, thereby having access to confidential and discretionary information. This position is regarded as confidential pursuant to NRS 288 and is not eligible for participation in the union.

FUNDING:

Funding is available for the Helpdesk and Application Support Supervisor within the general funds budget.

SOUTHERN NEVADA
HEALTH DISTRICT

HELPDESK AND APPLICATION SUPPORT SUPERVISOR

DEFINITION

To direct, review and coordinate the work of the Information Technology helpdesk, training and application support staff; organize and direct helpdesk activities and business application software implementation and maintenance.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the IT Manager
- Exercises direct supervision over professional, technical and clerical staff

EXAMPLES OF ESSENTIAL RESPONSIBILITIES AND DUTIES – *This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures
- Direct, coordinate and review the work plan for staff; meet with staff to identify and resolve problems; assign work activities; monitor work flow; review and evaluate work methods and procedures
- Provide strategic vision for helpdesk and application support activities
- Conduct periodic project reviews, provide training for project team members and provide necessary project status reports to senior management
- Gather business requirements from all Divisions / Programs and provide oversight to ensure that identified goals, objectives, output desired and scope of proposed IT systems matches divisional or programmatic needs
- Provide project coordination to ensure that projects are completed by the scheduled due date, in accordance with project requirements and within the project budget
- Participate in the development and implementation of goals, objectives, and priorities for IT programs
- Participate in vendor evaluations and contract negotiations; provide contract administration
- Provide data base administration; create, query and maintain databases as needed
- Provide strategic planning, capacity planning and technology planning for the District and the section
- Develop and implement policies and standards for information systems and helpdesk administration
- Train users and computer staff as necessary
- Ensure quality assurance including accuracy and reliability of IT projects, test custom code
- Ensure security of data and access to data
- Perform related duties and responsibilities as required

QUALIFICATIONS

Knowledge of:

- Principles and practices of providing supervision and direction to a highly technical staff
- Principles, capabilities and operations of information technology systems and related peripheral equipment
- Applicable laws, regulations, codes and special requirements of information systems and applications
- Current computer technology trends
- Elements of strategic planning
- Project management and software development life cycle
- Database administration and SQL
- Systems design
- IT system auditing
- Web based applications

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Ability to:

- Supervise, motivate, organize, and review the work of professional, technical and clerical personnel
- Select, train and evaluate staff
- Plan, organize and direct IT projects, initiatives and strategies
- Establish and implement new policies and procedures
- Analyze problems, identify alternative solutions, and project consequences of proposed actions and implement recommendations in support of goals
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work including a variety of District and other government officials, community groups, vendors and the general public

Experience and Training Guidelines

Training:

- Equivalent to a bachelor's degree from an accredited college or university in Information Systems Management, Computer Science, Physics, Engineering or a closely related field where the majority of course work relates to Information Systems

Experience:

- Four years of increasingly responsible experience
- One year of project management or one year of lead experience preferred

Licensing/Certification

- Possession of, or ability to obtain, a valid State of Nevada driver's license

Conditions:

All required licenses must be maintained in an active status without suspension or revocation throughout employment. Any employee may be required to stay at or return to work during public health incidents and/or emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.

New employees must complete Incident Command System training, ICS 100, ICS 200 and NIMS as a condition of continuing employment, prior to the completion of the probationary period.

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Bargaining Unit Ineligible
FLSA Exempt
Schedule 26
Approved by the Board of Health on