



Information Technology Supervisor Job Description

Department	Information Technology
FLSA Status	Exempt
Reports To	IT Manager
Supervises	Individual Contributors
Latest Revision Date	6/30/2026

DISTINGUISHING CHARACTERISTICS:

The person holding this position is a member of a team and performs a variety of technology support functions to facilitate uninterrupted operation of the emergency communications center. To be successful, this person requires initiative, the ability to work without continuous supervision, demonstrated experience serving as part of a team: sometimes leading; sometimes following; and often collaborating. Must have excellent judgment, the ability to navigate conflicting stakeholder needs, and demonstrated success leading IT projects and supporting complex technology environments. May be assigned oversight and leadership duties for projects.

ESSENTIAL FUNCTIONS:

Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

- Utilizes proven communication, analytical, design, decision-making, project and problem-solving skills to maximize the benefit of IT systems investments
- Provides escalation support for end user issue resolution; provides technical support to all levels of the IT Department to ensure issues are resolved effectively and root causes are addressed to prevent recurrence; responds to customer requests and complaints to resolve problems
- Participates in an on-call rotation to support critical systems after-hours
- Automates and streamline tasks through automating configurations, programming and job scheduling
- Monitors, analyzes and optimizes system performance and functionality for all routers, switches, firewalls and ancillary support devices diagnoses problems and develops effective solutions for hardware and applications software

- Supervises, directs and evaluates assigned staff, addresses employee concerns and problems, counsels, disciplines and completes performance appraisals; conducts interviews and participates in hiring decisions
- Assigns, schedules and prioritizes work, monitors progress, and ensures timely and high-quality completion
- Concurrently manage multiple high priority IT projects and serves as a subject matter expert for complex or high-risk initiatives
- Ensure projects remain on scope, on budget, on time and comply with NORCOM standards
- Coordinates and supervises staff in the installation, configuration, testing and troubleshooting of all project-related duties including day-to-day support as needed
- Evaluates the impact of new system and application software on network systems, coordinates with vendors to resolve software and hardware technical issues
- Provides technical expertise, mentoring and leadership to system projects, maintenance issues and related support activities
- Learns and maintains expert-level knowledge of all NORCOM systems in order to provide technical guidance and support to the technicians they supervise.
- Responds to and resolves difficult and sensitive inquiries, complaints and requests for information and services from staff, contractors and vendors, communicates and provides information through correspondence, interviews and telephone calls
- Communicate effectively across all levels of the organization and drives resolution of complex issues
- Manage vendors, vendor software and consulting partnerships that support NORCOM technology
- Define, monitor and analyze comprehensive metrics to evaluate system performance
- Constantly evaluate and improve the tools and processes used to effectively deliver NORCOM products rapidly and cost effectively
- Other related duties as assigned

INTERPERSONAL CONTACTS:

- Contacts are made both inside and outside the NORCOM organization
- Internal organization contacts frequently include coworkers both inside and outside of the IT department as well as agency wide public safety customers and the public
- External organization contacts include NORCOM participants, other emergency communications centers, and members of government agencies, NORCOM's technology suppliers, and prospective suppliers

- Interactions tend to focus on technical information exchange and the receiving and giving of fault information system performance and operation, suggestions, solutions, advice and information
 - ±50% of interactions are via the telephone, radio or e-mail. ±50% of interactions are face-to-face conversations

REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

Knowledge of:

- Supervisory skills, employee evaluations, and training methods
- Concepts, principles and design of desktop computer and server hardware and software systems
- Operation and configuration of computer systems, software and networking
- Principles and operation of common commercial computer applications including word processing, spreadsheets, programming languages and databases
- Principles and operation of Microsoft Windows operating systems
- Troubleshooting procedures and techniques for both computer hardware and software problems that lead to effective solutions
- Principles of complex project management
- Network administration principles and practices
- Database management systems and applications
- FCC public safety radio regulations and operation and commercial wireless service requirements, 9-1-1 telephone system and related standards and public safety initiatives
- APCO, CJIS, NENA and NPSTC initiatives
- NORCOM IT processes, regulations, codes, ordinances, terminology and management procedures

Ability to:

- Follow written and verbal instructions
- Supervise and evaluate the work of subordinate personnel
- Establish project priorities and assign work, staff, equipment, and other resources for timely completion of tasks
- Communicate effectively with the public and other employees both verbally and in writing
- Analyze client needs and design computer solutions to fit those needs
- Read, interpret and apply information from technical publications, manuals and other documentation
- Effectively communicate complex computer specifications and technical systems to various audiences with differing degrees of technical knowledge
- Use initiative and independent judgment within established guidelines
- Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures

- Analyze problems, identifying alternative solutions, projecting consequences of proposed actions, recommending best options and implementing approved solution in support of goals
- Meet critical deadlines
- Produce concise written documents with clearly organized thoughts using proper sentence construction, punctuation, spelling and grammar
- Comprehending all NORCOM policies and procedures
- Fully comprehend, develop and support all ITSM (Information Technology Service Management) priorities
- Maintain a professional demeanor during stressful situations
- Possesses critical thinking skills which support the mission of the agency

REQUIRED EDUCATION AND EXPERIENCE:

Minimum Qualifications

- Bachelor’s Degree in Computer Science or related field
- Five (5) years of recent, progressively more complex service desk experience with a wide variety of operating systems, software, hardware, applications, peripherals and problem resolution, including experience overseeing projects with at least two (2) years of recent lead or supervisory experience;
- Experience in supporting ITIL, ITSM, and HDI as it relates to a service support organization

or

- An equivalent combination of education and current experience sufficient to successfully perform the essential duties of the position

Desired Qualifications

- Previous IT supervisory experience
- Experience and training, to include NIMS, CJIS and related public safety experience
- ITIL Certification, A+ Certification, or related service level management training
- Public Safety facility and infrastructure experience

LICENSES, CERTIFICATION and OTHER REQUIREMENTS:

WORK ENVIRONMENT:

Work is performed in an emergency communications center. Work is typically done in office space, in electronic equipment rooms with multiple fans and noisy equipment operating, at remote radio sites, with confined spaces and with limited heating, cooling and humidification control systems – some accessible via unpaved and unimproved roads, at fire and police stations and at other locations which are convenient for NORCOM’s members. The nature of emergency communications center operations requires that employees are available in all weather conditions, and at all times.

WORK SCHEDULE

NORCOM is a continuous operation. The Technology team is responsible for ensuring uninterrupted operation and will be required to work whatever schedule is necessary to minimize service degradation and provide maximum functionality. Actual schedule for each member of team will be assigned and adjusted based on activities and NORCOM's operating requirements. Employees holding this position will be required to arrive at NORCOM in one hour or less after being notified and when providing support outside of assigned working hours. Employees who are assigned on-call responsibilities must be able to be reliably notified by telephone, pager or short message service and able to speak by telephone to the communications center and achieve remote connectivity to NORCOM's technology ten minutes or less after being notified.

On-call duties and duration will rotate among technology staff. Rotation schedule will be established by NORCOM management, based on NORCOM's needs and operating practices.

PHYSICAL DEMANDS:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person, and to provide training to staff on software application and hardware operation
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose problems with computer hardware or software, and to develop effective solutions
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment with sufficient strength to lift and carry objects up to 50 lbs. for varying distances
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting
- Sufficient body strength, flexibility, and balance to perform installation and maintenance functions, which require climbing and working on ladders and stairs

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources. A criminal background check will be conducted on all external candidates prior to their being appointed to the position.