



COUNTY OF SANTA BARBARA

Career Opportunity for Senior Level Information Technology Position

OPERATIONS TECHNICAL SUPPORT SUPERVISOR

SOCIAL SERVICES DEPARTMENT

\$89,873 - \$108,362

Salary negotiable within range DOE / DOQ

Salary range posted includes an annual cash allowance of \$6,149

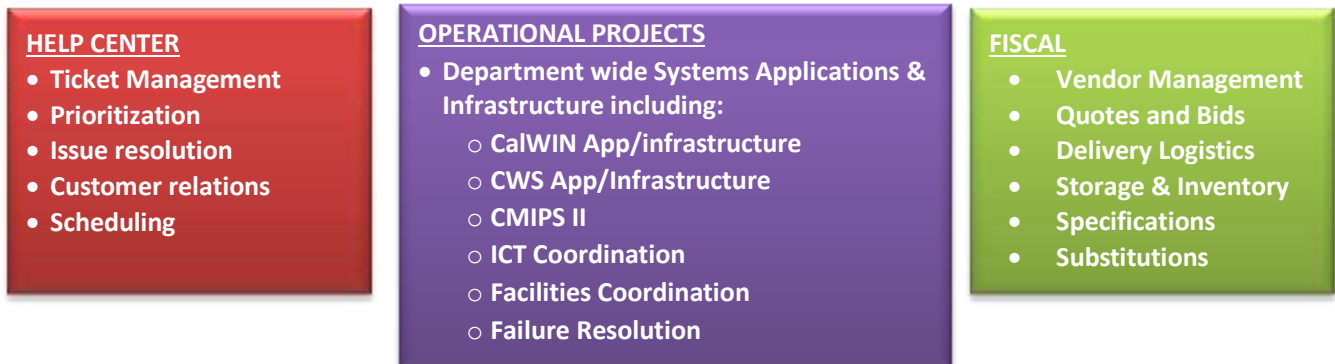
THE OPPORTUNITY

The information technology team for the Social Services Department serves the largest department of the County. The Department has four branches, over 700 employees in multiple locations throughout the county, with the three major locations in Santa Maria, Lompoc and Santa Barbara. ***This is a great job for the right candidate who wants to support Social Services staff who are dedicated to making a difference for those who live in Santa Barbara County.***

This is an exciting opportunity for someone who is looking for a dynamic career in a fast-paced environment, likes to wear multiple hats and regularly uses a wide range of skill sets to manage a variety of tasks, projects and challenges.

THE JOB

The Operations Technical Support Supervisor (classification title: EDP Systems and Programming Analyst, Senior) oversees eight direct reports, five indirect reports and assists with managing a budget of \$2 – 3 million. As the Operations Technical Support Supervisor, your team's responsibilities include oversight of three areas:



In addition, this position will perform light scripting/configurations; participate in application testing; monitor system operations; write technical specifications; supervise help desk operations and maintenance; manage operational projects; troubleshoot challenges; and successfully juggle priorities. This position could be physically located in either the Santa Barbara, or Santa Maria, depending on the desire of the incumbent.

THE IDEAL CANDIDATE

We need a balanced leader with technical savvy to understand the work staff performs, explore internal programs' business requirements, provide recommendations, evaluate risk and help weigh options. We also need someone who possesses a high level of emotional intelligence to build critical relationships. You will apply your strong leadership skills in the application of industry standards and best practices and bring new and creative ideas to take us to the next level of innovation.

The ideal candidate will be a seasoned professional who:

- Understands the work staff performs.
- Explores internal programs' business requirements.
- Provides recommendations.
- Evaluates risk and helps weigh options.
- Possesses a high level of emotional intelligence to build critical relationships.
- Applies strong leadership skills in the application of industry standards and best practices.
- Brings new and creative ideas to take us to the next level of innovation.
- Is a seasoned professional who interacts well with others and communicates effectively with technical and non-technical people, as well as end users and team members
- Possesses significant professional experience in the evaluation of technology solutions to support business requirements.
- Has experience leading, motivating and supervising others.
- Is a collaborative team player, and can manage projects effectively.
- Possesses a positive attitude, is flexible, accepts feedback, and is the calm in the face of challenge.

- Has the ability to manage people and resources well.
- Demonstrates diplomacy.
- Uses exceptional organizational skills to balance priorities.
- Uses excellent documentation skills to ensure we have processes and systems in place for current and future success.

In your resume and/or cover letter, please be sure to describe your experience in:

- **Systems and Application Experience:** analyzing, monitoring, testing, and implementing enterprise-wide software and hardware, including specific knowledge of: SQL Servers, SharePoint, Analytic packages and IT security principles.
- **Supervisory Experience:** managing a team, leadership experience/ strengths, building relationships and using technical knowledge to monitor, maintain, troubleshoot or implement technological advancement.
- **Project Management:** experience in participation or management of projects, including: scope, relationships, timelines, budgets, work plans, tools used, etc.

MINIMUM QUALIFICATIONS:

1. Completion of 24 quarter/18 semester units of college-level courses in the principles and methods of systems analysis, systems design, computer program design, computer programming using a language utilized by the hiring department, and information system technology; **and** four years of increasingly responsible applications analysis experience for the type of business application and computer environments used by the hiring department; or,
2. two years of experience as an EDP Systems and Programming Analyst II with Santa Barbara County for the type of business application and computer environments used by the hiring department; or,
3. a combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

HIGHLY DESIRABLE:

- Certification in any of the following: Microsoft Certified Solutions Associate, Expert and/or Developer (MCSA, MCSE, MCSA)
- BA or BS degree with emphasis in computer science, or information technology
- Infrastructure Experience
- Supervision Experience

BENEFITS: The County of Santa Barbara offers a generous benefits package. [CLICK HERE](#) to view benefits details.

HOW TO APPLY:

For first consideration, **apply by May 1st** by attaching your resume and cover letter to a County application at www.sbcountyjobs.com.

This is a short application process and should only take 15 minutes to complete.

- **SAVE THE DATE:** Interviews will take place on May 31st and June 1st.
- **Questions?** Contact your recruiter, Wendi Brown at 541-664-0376, 866-929-WBCP (toll free), or email wendi@wbrowncreative.com.

Selection Process:

1. All applications will be reviewed to determine which applicants meet the employment standards. This recruitment will remain open until filled, or until the County has received enough qualified candidates and review dates have been scheduled. Some applicants may not be considered depending on the outcome of first reviews.
2. Candidates who meet the employment standards will be matched to the ideal candidate statement and given a score from 70 to 90, which will determine their ranking on the employment list; this list is for the Department of Social Services only. For those referred in the selection process, other interview processes will be conducted which may include a phone screen.
3. Once a conditional offer of employment has been made, candidate will be required to successfully complete a background check, which includes a conviction history check, and satisfactory reference checks, and must complete a probationary period.

The County of Santa Barbara respects and values a diverse workforce and strongly promotes strategies and activities to recruit, develop, and retain qualified persons of varied backgrounds, lifestyles, experiences and races.