



NETWORK OPERATIONS JOB FAMILY

CAREER PATH

Network Operations Supervisor

Supervisory positions at this level are accountable for overseeing the printing and engraving of items, monitoring and maintaining information technology systems, and providing after-hours client support. Ensures responses are provided to all service requests, incidents/issues, and outages. Analyzes abends and takes correction action. Typically, serves as a shift supervisor directing a small staff. Participates in the development and maintenance of operating procedures and processes. Provides training and mentoring of staff, responsible for performance evaluations, approves leave, and participates in disciplinary decisions and actions.

Knowledge, Skills, and Abilities

In addition to those identified in the previous levels within this career path:

Comprehensive working knowledge of and the ability to demonstrate successful use of programming languages, computer equipment, and associated software/databases in the performance of duties.

Comprehensive working knowledge of and the ability to demonstrate understanding of all assigned areas of applications development and support, as well as the laws, principles, and practices as they are related to implementation within the agency.

Working knowledge of and the ability to demonstrate understanding and successful interpretation, explanation, and application of the principles and practices of supervisory and management techniques in the performance of duties.

Working knowledge of and the ability to demonstrate understanding of the agency's policies, procedures, rules, and regulations in the performance of duties.

Knowledge of and the ability to demonstrate understanding and successful use of the principles and practices of project management techniques in the performance of duties.

Possess and demonstrate successful communication skills in English via all modes of communication.

Possess and demonstrate successful management and prioritization of work within predetermined deadlines and stressful/adverse situations.



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Possess and demonstrate the ability to successfully work as a team member and positively interact with a variety of people, as well as work hours as assigned.

Ability to demonstrate successful performance in the engagement, training, mentoring, and supervision of assigned personnel and support staff.

Ability to demonstrate successful performance in the research, gathering, correlating, and analyzing of facts to develop reports, charts, recommendations, and/or solutions in the performance of duties.

Ability to demonstrate successful performance and adherence to the rules of conduct for Patrol employees in accordance with General Order 26-02, as well as all other applicable agency policy and procedures.

Ability to demonstrate successful performance and adherence to policy and procedure in the care and maintenance of restricted and confidential information in the performance of duties.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Minimum Requirements *(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):*

Bachelor's degree from an accredited institution and two years of relevant experience.

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Necessary Special Requirements

Documented successful completion of at least 40 hours of professional development and leadership training each fiscal year, in accordance with 1CSR 20-6.010.

Pay grade: 30, 33



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FLSA Status: Non-exempt

Work Schedule: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.

Effective: 02/01/2025

Reviewed: 02/01/2025

Revised: --