City of Stockton
INFORMATION TECHNOLOGY SUPERVISOR

SALARY	$4,104.81 - $5,269.61 Biweekly	**LOCATION**	City of Stockton, CA
JOB TYPE	Full-Time (Regular)	**JOB NUMBER**	0725-07514
DEPARTMENT	Information Technology	**OPENING DATE**	07/27/2025
CLOSING DATE	8/10/2025 5:00 PM Pacific		

DEFINITION

OPEN/PROMOTIONAL OPPORTUNITY

FLSA STATUS: Exempt

TENTATIVE INTERVIEW DATE: TBA (Candidates must appear in person for interview)

The City of Stockton seeks to fill an Information Technology Supervisor position with primary responsibilities around Enterprise Applications. This position will be primarily responsible for maintaining enterprise applications, GIS applications, data integrations, budgeting, and managing assigned staff within the Information Technology Department. This Information Technology Supervisor is accountable for the leadership, facilitation, analysis, and design tasks required to ensure that assigned information systems at the City are evolving to providing value to the departments in a secure and cost-efficient way.

The incumbent will be responsible for developing strong plans and roadmaps on how the application portfolio meets the

business needs in an efficient, cost-effective, resource-balanced and secure way to gain executive support and buy-in. Furthermore, the incumbent will be accountable for executing the roadmap to ensure the application portfolio provides value, meets cyber security standards, and is vendor supported.

The incumbent must be proficient in creating the documentation of current and future state, roadmaps, and transition plans that support application initiatives. The right candidate will maintain the application inventory in collaboration with the business users and recommend appropriate actions to maximize the value to the organization. It will be essential to keep up with the technology industry and market trends to determine their potential impact on the application portfolio. Knowledge and experience in both on-premise and cloud technology are paramount. A strong understanding of how to apply modern cyber security principles to secure on-prem and cloud applications and associated data assets are the foundation of every deployment.

The incumbent will work closely with other supervisors and leaders in the IT department to coordinate activities to ensure software applications, hardware, virtualization, cloud deployment, and cyber tool deployments are successful and execution follows established methodical processes.

Information Technology Supervisors work a City of Stockton 9/80 schedule: 7:30 a.m. to 5:30 p.m. Mondays through Thursdays; 8:00 a.m. to 5:00 p.m., with alternating Fridays off. May be required to work additional hours and/or weekends to provide critical support to key initiatives.

Incumbents in this position are excluded from the Civil Service system and are in a "for-cause" employment status represented by the Mid-Management/Supervisory bargaining unit. Only those applicants who best fit the needs of the City will be referred to the hiring department. (*Applicants who fail to fully complete the on-line application/supplemental questionnaire are subject to rejection.***)**
Prior to appointment, eligible candidates will be required to submit to and successfully pass a background investigation, which will include fingerprinting, and a medical back evaluation.

Under general direction, supervises and oversees professional and technical staff associated with information technology systems, application services, data center services, client services, security, and enterprise portfolio management; assists in development and implementation of departmental and division goals and policies; supervises and assists in the preparation of budgets and information technology acquisition programs; performs other duties as assigned.

CLASS CHARACTERISTICS

This is a supervisory-level classification with primarily administrative duties and professional information systems work. Incumbents interface with City officials, public and private agencies, outside consultants, and others, and may assist department heads by developing, proposing, and implementing information technology solutions for a variety of issues. Incumbents have full responsibility for overseeing the activities of one or more divisions in the Information Technology Department or all aspects of a major departmental operation.

PRINCIPAL DUTIES (Illustrative Only)

Depending upon area of assignment, duties may include but are not limited to the following:

All Areas

- Oversees systems development and major enhancements of the City's information systems; assists in the development and implementation of departmental goals, objectives, policies, procedures, and work standards; supervises and participates in the preparation of studies and reports.
- Assists in the development and implementation of goals, objectives, policies, strategic planning, priorities, and work schedules for area of responsibility; documents complex procedures; prepares and maintains records of section projects and activities.
- Coordinates assigned activities with other departmental divisions; participates in committees and work groups; may lead or participate in planning or focus groups; may represent the division at City or public meetings.

- Selects, supervises, trains, and evaluates professional and technical subordinates; may be assigned to oversee mentoring of staff; provides technical advice and assistance to staff; selects and supervises the work of contractors.
- Assists in the preparation and administration of departmental division budget; supervises and participates in the preparation of information technology procurement and improvement programs and budgets; evaluates, performs needs assessments, and recommends the acquisition of computer hardware and software within area of responsibility; reviews and approves work orders, related bills, and purchase orders; prepares and monitors consultant agreements; directs the preparation, administration, and monitoring of professional service contracts for support services.
- Ensures responsiveness to customers in area of responsibility; responds to and resolves difficult and sensitive customer inquiries and complaints; resolves contractor claims; ensures improvements to customer service are carried throughout area of responsibility.
- Provides technical assistance and advice to other sections and City staff in areas of responsibility; stays abreast of new and proposed laws, regulations, codes, methods, materials, techniques, and applications in area of responsibility.

Application Services
- Provides business application development, implementation, and support, including technical troubleshooting, researching of solutions, and coordination of vendor support.

Data Center Services
- Manages citywide computer network infrastructure installation, maintenance, and operation and manages network installation and upgrade projects.

Client Services
- Responsible for maintaining computer and/or radio inventory.
- Monitors problem management database and follows up with assigned personnel to ensure timely resolution of problems

Security
- Oversees and coordinates security efforts across the city, including information technology, human resources, communications, legal, facilities management, and other groups.
- Identifies security initiatives and standards; develops emergency procedures and incident responses; ensures security is maintained and updated; investigates security breaches.

Enterprise Portfolio Management
- Monitors demand for information technology products and services through development and maintenance of the City of Stockton Information Technology Capital Plan (ITCP).
- Provides for effective and efficient management and allocation of limited information technology resources across multiple projects according to established City priorities.
- Supports centralized tracking and reporting of information technology projects throughout the entire City.
- Oversees mentoring of program managers, project managers, and staff in sound project management policies and practices.

Enterprise Architect
- Oversees City-wide technology architecture implementation based on program requirements and information technology strategies.
- Review and approve technology architecture changes taking into consideration end-user topology, security, performance, and interoperability requirements.

QUALIFICATIONS

Experience/Education:

Possession of a Bachelor's degree from an accredited college or university with major course work in computer science, mathematics, business, or public administration, or a closely related field; and two (2) years of lead or supervisory experience which has included responsibilities in one or more of the areas outlined above.

OR

Possession of an Associate degree or completion of sixty semester units or equivalent quarter hours from an accredited college or university with major course work in computer science, mathematics, business, or public administration, or a closely related field; four (4) years of lead or supervisory experience which has included responsibilities in one or more of the areas outlined above.

Other Requirements:

- Must possess a valid California driver's license.

Knowledge of:

- Principles, practices, and trends of public administration, including management, organization, planning, cost/benefit analysis, budgeting, and project management and evaluation;
- Principles of employee supervision, training, development, and general personnel management;
- Inventory control methods and budget implementation;
- Principles, practices, and techniques for providing customer support;
- Principles and practices of project management, resource planning, and service level management;
- Trends and developments in business intelligence practices and related technologies, operating systems, and application development;
- Business intelligence services for analytics, reporting, and data transformation;
- Current trends in information technology including hardware, software, and methodologies;
- General computer hardware, software, and network architectures;
- Applications life cycle;
- Requirements assessment techniques;
- Information technology security methods;
- Risk assessment methods and protocols;
- Computerized equipment capabilities, hardware and software, computer terminology and technology, and telecommunications;
- Principles, practices, and techniques of network architectures, networking topology, cabling, TCP/IP networking, server systems, and data communication protocols and software;
- Principles and practices of computer and network requirements analysis;
- Principles and practices of technical problem solving and conflict resolution;
- Principles and techniques of hardware and software quality assurance and control;
- Principles, techniques, capabilities, and operational characteristics of systems development, system planning, and computer programming and processing on cross-platform computer systems, software packages, and related peripheral equipment;
- Principles and practices of computer and network requirements analysis; and
- Computerized equipment capabilities, hardware and software, computer terminology and technology, and telecommunications

Skill in:

- Solving problems utilizing limited resources;
- Using computers, computer applications, and software, including computer-based research tools;
- Project planning and management techniques relating to the development, acquisition, and installation of information technology;
- Managing, planning, assigning, and supervising the work of a diverse staff in the accomplishment of multiple projects;
- Managing multiple technical projects and adhering to deadlines;
- Using a variety of automated computer hardware and software systems;
- Communicating effectively both orally and in writing (*i.e.,* presentations and staff reports);
- Exercising analytical skills in providing fact-based details to support ideas, recommendations, and analyses;
- Coordinating within own department and across departments to identify opportunities for shared use of information systems and technologies; and
- Establishing and maintaining effective working relationships within various work groups.

Physical/Mental Abilities:

- Mobility – Constant standing or sitting for long periods of time while operating a keyboard; frequent bending; occasional walking, stooping, kneeling, reaching, pushing and pulling;

- Lifting/Carrying – Constant lifting/carrying of 0 to 10 pounds; frequent lifting/carrying of 11 to 25 pounds; occasional lifting of 26 to 50 pounds;
- Vision – Ability to read fine print, and/or normal type size print, and detect color; ability to read and see PC screens; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity – Constant fingering (typing, picking, pinching), repetitive use of both hands, simple grasping and fine manipulation of either/both hands; occasional power grasping, pushing and pulling of either/both hands, and reaching above and below shoulder level;
- Hearing/Talking – Ability to detect specific noises, proper equipment operation; ability to understand what people are saying in normal conversation, over the telephone, and frequently over noise;
- Special Requirements – Frequently requires working evenings; occasionally requires working nights and weekends, and driving;
- Emotional/Psychological – Ability to concentrate, make decisions, work with the public, exercise sound judgment, handle stressful situations, and work alone;
- Environmental Conditions – Occasional to frequent exposure to noise, indoor cold/heat, working around equipment and machinery;
- Working Conditions – Primarily performed in an office environment which is typically quiet;
- Comprehension – Ability to understand, remember, and apply oral and/or written instructions or other information; ability to understand, remember, and communicate routine, factual information; ability to understand complex problems and to collaborate and explore alternative solutions; ability to understand opposing points of view on highly complex issues and to negotiate and integrate different viewpoints;
- Organization – Ability to organize thoughts and ideas into understandable terminology; ability to organize and prioritize own work schedule and work schedules of others on short-term (longer than one month) and long-term basis;
- Reasoning and Decision-Making: Ability to apply common sense in performing job; ability to make decisions which have moderate impact on immediate work unit and monitor impact outside immediate work unit; ability to make decisions which have significant impact on the department's credibility, operations, and services; and
- Communication – Ability to understand and follow basic instructions and guidelines; ability to complete routine forms, use existing form letters, and/or conduct routine oral communication; ability to compose letters, outlines, memoranda, and basic reports and/or to orally communicate technical information; ability to communicate with individuals utilizing a telephone; requires ability to hear and speak effectively on phone; ability to express or exchange ideas by means of the spoken word, communicating orally with others accurately, loudly, and quickly; ability to make informal presentations, inside and/or outside the organization, and speak before groups; ability to compose materials such as detailed reports, work-related manuals, publications of limited scope or impact, etc., and/or to make presentations outside the immediate work area.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

THE PROCESS:

ALL APPLICATIONS AND SUPPLEMENTAL QUESTIONS MUST BE COMPLETED FULLY AND SUBMITTED ON AN OFFICIAL ONLINE CITY OF STOCKTON APPLICATION. (DO NOT STATE "REFER TO RESUME" ON YOUR APPLICATION OR SUPPLEMENTAL QUESTIONNAIRE.)

PROOF OF EDUCATION (copies of unofficial transcripts, grade report or diploma) IS REQUIRED. INCOMPLETE AND/OR FALSIFIED APPLICATIONS AND SUPPLEMENTALS WILL BE REJECTED AND CANNOT BE REVISED AFTER SUBMITTAL ON OR BEFORE THE FINAL FILING DATE. POSTMARKS, FACSIMILES, AND PHOTOCOPIES OF THE CITY'S EMPLOYMENT APPLICATION WILL NOT BE ACCEPTED.

The information in this announcement concerning the terms and conditions of employment does not constitute either an express or implied contract, and these provisions are subject to change.

NOTE:

- After on-line submittal, immediate notification will appear on your screen indicating your application has been received. Please print this notice as proof of filing.
- **Notification and correspondence will be sent via email only. No paper notices will be mailed to applicants. It is the applicant's responsibility to ensure a correct email address is provided and that correspondence is being received.**
- **NeoGov.com: You will receive correspondence via the e-mail address you placed on your application. Some e-mail accounts have been known to place these e-mails in the spam/junk file. Please check your e-mail folders or accept e-mails ending with neogov.com.**

In accordance with California Government Code section 3100, et seq., all City of Stockton employees are considered disaster service workers who may be required to report for duty, or remain on duty to address disaster service activities in the event of an emergency or disaster and are required to undertake an applicable loyalty oath.

This position is Exempt from FLSA (Fair Labor and Standards Act) and does not qualify for overtime compensation.

This position is subject to Fair Political Practices Commission (FPPC) annual filing requirements. Please see the FPPC website, www.fppc.ca.gov, for more information.

The City of Stockton requires employees in this position to reasonably respond to emergencies at all times. Employees will be required to maintain primary residence within 45 minutes of City Hall in order to timely respond to emergencies and meet the health, safety, and welfare needs of the City. New employees have up to three (3) months from date of hire to comply with the requirement. Any interested candidates must be willing to adhere to this requirement throughout the duration of employment.

Employer

City of Stockton

Address

400 E. Main Street, 3rd Floor

Stockton, California, 95202

Phone

(209) 937-8233
(209) 937-8234

Website

http://www.stocktonca.gov/

INFORMATION TECHNOLOGY SUPERVISOR Supplemental Questionnaire

*QUESTION 1

The Supplemental Questionnaire is part of the examination process; accordingly, it should be completed carefully. It must be submitted with your official employment application. **Do not indicate "see resume" as an answer to any of these questions.**

◯ I certify that the information provided is accurate and complete to the best of my knowledge and understand that falsification may cancel any terms, conditions, or privileges of employment.

*QUESTION 2

Do you possess, or are you able to obtain prior to appointment, a valid California driver's license?

◯ Yes

◯ No

*QUESTION 3

Prior to appointment, this position requires all eligible candidates to submit to and successfully pass a background investigation, which will include a California Department of Justice fingerprint clearance and civilian background check, and a medical back evaluation. (The City of Stockton pays for these costs).

○ If selected, I agree to submit to fingerprinting, background check, and medical back evaluation, as stated above.

*QUESTION 4

Select your qualifying **Education** and **Experience** pattern. The education and employment history entered on the application __MUST__ reflect that you meet one of the qualifying patterns below.

○ Pattern I: Possession of a Bachelor's degree from an accredited* college or university with major course work in computer science, mathematics, business, public administration, or a closely related field; AND two (2) years of lead or supervisory experience which has included responsibilities in one or more areas outlined above.

○ Pattern II: Possession of ninety (90) semester units or equivalent quarter hours from an accredited* college or university with course work in computer science, mathematics, business, or public administration, or a closely related field; AND three (3) years of lead or supervisory experience which has included responsibilities in one or more of the areas outlined above.

○ Pattern II: Possession of an Associate's degree or completion of sixty (60) semester units or equivalent quarter hours from an accredited* college or university with course work in computer science, mathematics, business, or public administration, or a closely related field; AND four (4) years of lead or supervisory experience which has included responsibilities in one or more of the areas outlined above.

○ I do not meet the minimum qualifications.

*QUESTION 5

*ACCREDITATION: Accredited colleges or universities are those that have been examined by a third-party accrediting agency to ensure acceptable levels of quality. Accreditation ensures that a degree obtained outside of the United States is equivalent to a degree obtained within the United States.

The City of Stockton requires degrees from educational institutions that have been accredited by a national or regional accrediting agency in the United States that is recognized by the U.S. Secretary of Education and/or U.S. Department of Education as a "reliable authority as to the quality of postsecondary education."

If you have received your postsecondary education from an institution that may not be accredited in the United States, it is your responsibility to provide proof of U.S. accreditation by the closing date and time of this recruitment.

You may submit the required documentation in one of the following ways:
1) Scan and attach to online application (preferred); or
2) Email to elizabeth.martinez@stocktonca.gov by the final filing date (use Information Technology Supervisor in the subject line of the email).You may contact the City of Stockton Human Resources office for an illustrative list of organizations that evaluate foreign colleges.

○ I understand this requirement and will provide the necessary documentation if applicable.

*QUESTION 6

__Proof of Education:__
All applicants are required to submit proof of education (unofficial transcripts, grade report or copy of diploma) as part of the application process. Proof of education is required only if you attended an accredited college or university.

Failure to submit the required documents by the final filing date will result in application denial. You may submit the required documentation in one of the following ways:

1) Scan and attach to online application (preferred); or

2) Email to elizabeth.martinez@stocktonca.gov by the final filing date (use "Information Technology Supervisor" in the subject line of the email).

○ I understand that I must provide the City of Stockton proof of education (unofficial transcripts, grade report or diploma). Failure to submit the appropriate documentation by the deadline will result in rejection of my application.

*QUESTION 7

Verification of Education: If offered this position, you will be required to submit an official transcript from an accredited college or university validating your level of college education.

○ I understand the above and will submit an official transcript upon request.

*QUESTION 8

Please provide details of your experience with practical, hands-on experience in Data Analytics, Power BI, Databricks, Azure, Copilot Studio- Google Cloud Platform (GCP), and Amazon Web Services (AWS). Be sure to include the name of your employer, your title, dates in the position, number of staff supervised, and title(s) of staff supervised. If none, please answer "N/A".

*QUESTION 9

Select the areas below in which you have full time, paid experience working with or managing. (Check all that apply):

○ Cisco Architecture

○ VMware

○ Office 365

○ Active Directory

○ Desktop Management

○ Support Desk Management

○ Vendor Relations

○ Contract Management

○ Policy Creation and Oversight

○ Application Development

○ Direct Supervisory Experience

*QUESTION 10

What is the role of the Support Desk at an organization? Please describe any initiatives or strategies that you have implemented to provide Support Desk services at the enterprise level.

*QUESTION 11

What do you consider are the most important characteristics a leader should have?

* Required Question