Missouri Department of Transportation Job Description

Job Title: Information Systems Supervisor

Title Code: R04067

Salary Grade: 11

Exemption Status: Exempt

Supervisory Responsibilities: Full Supervision

District/Division: Central Offices – Information Systems

Effective Date: 10-16-2025

Replaces (Effective Date): 12-16-2024

General Summary

The information systems supervisor oversees information technology support activities, service and product delivery activities, serves as a resource manager over a pool of information systems staff and/or consultants, and performs all necessary supervisory duties. The resources supervised are typically utilized to provide support of existing systems, to provide information systems services or for staffing projects that require information technology expertise. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, or related field, **AND** six years of progressive experience in information systems, **OR**

- Ten years of increasingly responsible professional experience in positions related to information systems.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Coordinates and commits staff/consultants/contractors to provide information systems services or to provide operational support; works with division project managers to commit resources to project teams.

2. Manages resource pool; tracks availability of personnel; determines staffing needs; coordinates hiring of consultant/contractor resources as needed.

3. Conducts analysis of various metrics for all work performed in area of assignment, documents and reports on findings, and takes necessary corrective action.

4. Plans and manages work efforts and on-going support using the division's project management methodology and tools.

5. Determines knowledge and skills required to maintain or grow section resource pool; creates training and development plans for employees; ensures successful completion of the plans; ensures cross-training of personnel to ensure most efficient use of staff resources.

6. Works with the division management team to develop the section's budget; regularly monitors the section's budget.

7. Coordinates development of policies, procedures, standards and best practices for section; coordinates section input regarding the need for new technical, functional or operational products or services and works with division management to incorporate into business or strategic plans.

8. Maintains liaison with departmental representatives, outside contractors, consultants, vendors, repair or service technicians, and other state or governmental agencies as needed for section operations.

9. Performs supervisory responsibilities.

10. Performs other responsibilities as required or assigned.