AGRICULTURE LABORATORY INFORMATION/SUPPORT SERVICES SUPERVISOR

KIND OF WORK

Second level supervisory information/support services work.

NATURE AND PURPOSE

Under limited supervision, an employee in this class is responsible for planning, developing, organizing, and supervising information/support services activities and staff for the Department of Agriculture Laboratory. Position includes responsibility for computer information management systems including planning, implementing, evaluating the application of human and technical resources to respond to the Lab Division's current EDP needs. This classification differs from lower level supervisory agriculture laboratory positions in reportability and diversity of work assignments. Employees in this class report directly to the Agriculture Lab Director who does not possess technical EDP or sample preparation expertise and who directs other administrative and program areas within the agency.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Hires, trains, disciplines, promotes and evaluates section personnel to ensure the availability of well trained staff by interpreting policies and procedures and ensuring employee compliance with state rules and regulations by completing rating forms; hearing grievances, approving/disapproving leave, overtime and position descriptions; evaluating and counseling staff; and hiring and training new and existing sample/information coordination personnel.

Schedules, assigns, and evaluates work of section staff so that work is conducted in a timely and accurate manner by considering clientele requirements; assigning and reviewing work; setting deadlines and overseeing and coordinating separate operations of the information systems and support services groups within the section.

Directs EDP activities of the section to ensure division compliance with department policy, seeing that all division computer needs are met and that systems and personnel are kept current with appropriate technology so that purchasing decisions and user needs are addressed; administering division EDP network and user security rights; directing information services to assist users with hardware, software, and programming needs; representing division on EDP related committees; acting as a resource for hardware/software training programs, and approving contracted or outside training programs as budget permits.
Directs the laboratory support services/sample preparation programs so that overlapping seasonal sample flow and preparation can be carried out with all possible security for laboratory services by ensuring that deadlines are met, documentation is developed and trained staff maintained and developed to handle special and seasonal sample preparation projects; planning, developing and assigning tasks on documentation of sample preparation procedures, sample flow through the lab and sample disposal; planning, developing, and coordinating lab support services to ensure sample preparation and analysis is performed, and ensuring that supplies are available and all equipment and physical facilities are maintained.

Directs the integrated operations of the laboratory/support services section so that the laboratory services division will fulfill its role in support of Department of Agriculture programs and improve lab services throughout the state by gathering requested expenditure information and recommending budgets as requested by the Director; providing for cost accounting and workload reporting; developing and maintaining effective inventory maintenance and control; ensuring compliance with quality control standards; maintaining a clean and safe workplace, and recording and facilitating proper usage and disposal of all hazardous materials used or produced by the laboratory.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Knowledge of:

- Principles of supervision sufficient to hire, train, discipline, promote and evaluate section human resources and achieve full productivity.

- Laboratory analytical equipment, sample preparation and analytical protocols associated with data acquisition and record keeping sufficient to meet deadlines, develop documentation, train staff and provide laboratory support services.

- Agency and its clientele and programs sufficient to advise management on laboratory analysis reports and EDP integration with agency policies, objectives and service delivery.

- Computer hardware and software to assess and evaluate currently available data processing capabilities to meet immediate needs and project future reliability and compatibility.

- Handling of laboratory hazardous waste to prevent adverse impacts on laboratory personnel, public health and the environment.
Ability to:

Communicate effectively, both verbally and in writing sufficient to edit lab reports and correspondence.

Establish and maintain effective working relationships at all levels inside and outside the organization sufficient to foster communication and meet goals and objectives.

Apply computer technology sufficient to direct the inputting, manipulation, and extraction of database information.

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Rev.: TC:  
Former Title(s):