

Title: IT Support Manager
PG: 63
Status: Civil Service
Position Reports to: Director of Information Technology
Department: Department of Information Technology

Class Code: 3130
Date: 10/08

GENERAL DESCRIPTION OF CLASS:

This is a technical Management position responsible for coordinating and assisting in the design, implementation and use of microcomputers, software applications and related equipment. This role is responsible for developing and maintaining personal computer standards and procedures. Work is performed independently and is reviewed through observation, conference and written reports. An employee in this position is expected to exercise independent judgment and initiative in the performance of tasks.

ESSENTIAL FUNCTIONS:

1. Performs management responsibilities to include selecting, developing/training, assigning and monitoring work, performance management, recognizing and rewarding performance, and issue resolution within the work group, in accordance with policies and laws.
2. Manages the scheduling and supervises Technical Support Specialists work in the use of all of the City's personal computers and related equipment.
3. Performs project management for citywide information technology projects and initiations.
4. Manages technical assistance to City staff performed by Support Specialists that respond to a wide variety of technical end-user trouble calls.
5. Coordinates and assists in the implementation of computers systems by meeting with users and making recommendations.
6. Work toward implementation of ITIL based Incident/Problem management for all of IT.
7. Prepares annual budget for support group in conjunction with the business operations group.
8. Coordinates and assists in the implementation of computer systems by supervising the installation of computers and software applications.
9. Supervises the installation of various personal computers and peripheral devices including set-up, installation of standard and special purpose software application and connection to the City's network.
10. Ensure that the team is adequately prepared for upcoming releases, systems and/or procedural changes.
11. Support continuous improvement to achieve consistently excellent client and employee satisfaction.
12. Responsible for purchase of all computer/printer equipment for city and dealing with outside vendors.
13. Coordinate wireless implementation to include 802.11 A/B/G/N and Cellular.

ADDITIONAL RESPONSIBILITIES:

1. Participates in weekly rotation schedule to provide round the clock emergency support.
2. Responsible for all PC and printer inventory, purchasing, recycling and disposal.
3. Responsible for Wireless Network Development and Support.
4. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of personal computer software and hardware technology.
2. Skilled in the use and installation of personal computer and related equipment.
3. Ability to manage resources for the diagnosis of complex problems related to the operation of personal computers and related equipment and all installed software.
4. Ability to manage the work of subordinate personnel.
5. Ability to communicate effectively, both orally and in writing.

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6. Ability to establish and maintain effective working relationships with technicians, managers, supervisors and vendors.
7. Thorough understanding of wireless networking development and installation.
8. Knowledge of Radio Frequency (RF) test equipment usage.
9. Knowledge of wireless networking 802.11 A/B/G/N and Cellular.
10. Ability to provide assistance in electronic troubleshooting.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 50 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to power plant conditions at times requiring proper foot, eye & head attire. There is exposure to bright/dim light in various circumstances, locations and variations due to computer monitors.

The job requires normal visual acuity and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception and texture perception.

There is exposure to Bucket Truck usage/operation.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited college or university with an AA/AS degree in Computer Service, related field, or equivalent; or at least 1350 contact hours in a related technical field from a technical/vocational school.
2. Completion of A+ certification courses, or four (4) year degree in Computer Science
3. Must possess Microsoft Certified Professional (MCP) as well as Network+ and A+ certification.
4. Five (5) years of responsible experience in the installation and configuration of personal computers and direct support of networks and networked software including at least five (5) years of supervision.
5. An equivalent combination of education and experience directly related to the foregoing specific requirements may be substituted.
6. Obtain Bucket Truck Certification within six (6) months.
7. Completion of City University Level two (2) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida Commercial driver's license.
2. Must maintain a valid contact phone number.
3. Must be able to work extended hours and "call out" as necessary to provide operational effectiveness.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.