CLASS TITLE: TECHNOLOGY SUPPORT MANAGER

PURPOSE OF THE CLASSIFICATION: Under direction performs technical and administrative work maintaining and managing existing technology systems, liaising with other City departments, and managing technology systems related vendors; and performs other related assigned duties.

ESSENTIAL TASKS:
- Evaluates, configures and maintains relevant applications and hardware with other City departments and outside agencies
- Performs a variety of technical system tasks associated with the maintenance of specific systems and the generation of specialized reports
- Oversees processes and testing to ensure various system accuracy and functionality.
- Coordinates with other City departments and vendors for maintenance, repair and upgrades of various systems
- Participates in departmental technology-related strategic planning
- Assesses customer needs and provides plans, schedules and training for department personnel
- Directs the work of others
- Works with IT and the Information Security Manager to maintain data security
- Maintains and monitors inventory system that assures timely distribution of materials to support customers and stakeholders and record data for key business metrics
- Coordinates and implements contracts for technology related materials and services; acting as a liaison with other City departments and vendors
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in Business or Public Administration or a related field and five (5) years of progressively responsible experience in a related field with supervisory experience preferred; or an equivalent combination of training or experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Comprehensive knowledge of end user functions; Comprehensive knowledge of business and systems methodologies; considerable knowledge of accounting, statistics, and modern business methods, principles, and practices; knowledge of the principles and methods of project management; knowledge of supervisory and managerial techniques and principles. Ability to recognize and analyze system and related maintenance problems; ability to obtain department related certification in some positions and provide training in classroom and field settings; demonstrated ability to work effectively with a broad range of people and positions, agencies and companies and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization. Skill in the operation of computers and applicable software; skill in oral and written communications; skill in conflict management and problem solving.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 10 pounds; may be subject to walking, standing, sitting, reaching, handling and feeling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require travel to various City locations. Required to be on-call after business hours as necessary to maintain effective support of assigned system.

Class Code: 3019
EEO Code: E-02
Pay Code: EX-44

Group: Clerical and Administrative
Series: Data Processing and Information

Effective Date: January 27, 2020