

## **CLASS TITLE: COMPUTER SUPPORT MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for planning, developing, installing, maintaining, and managing data processing, data communications, and related information systems and applications for several departments; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Coordinates and supervises maintenance and support personnel
- Provides consulting and support services to users and divisions
- Analyzes, evaluates, and directs new computer acquisition and deployment
- Evaluates, designs, and recommends servers, workstations, applications, and networks to meet computing needs
- Conducts feasibility studies and evaluates alternatives to meet user's needs for new systems or to revise existing systems
- Oversees NOS installation, tuning, diagnoses, and troubleshooting
- Prioritizes information system support and equipment requests
- Coordinates on-site microcomputer classes, directing and providing technical training and assistance to section and/or subordinate personnel
- Maintains communication with users and various personnel to assure the continuing quality of services delivered
- Assists and monitors performance of various personnel involved in departmental system projects
- Manages projects, preparing project schedules, status reports, plans, and other documents
- Participates in divisional objectives development
- Assists in the preparation and administration of the Computer Support section annual budget
- Conducts independent study and researches technology advancements/alternatives
- Assists bid specification preparation, reviews bid responses, and negotiates and administers support and equipment contracts with vendors
- Works with contractors and vendors on data processing and data communications matters
- 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 computer science, mathematics, or accounting, including or supplemented by coursework in computer sciences, and six (6) years of experience in project management, systems analysis, or computer programming, including proven management and/or supervisory experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods and techniques used to manage and administer a computer support and help desk operation; working knowledge of methods and techniques used in project management and systems analysis; considerable knowledge of data processing and communications equipment and their applications; and knowledge of UNIX and Network Operating Systems (NOS). Requires the ability to effectively employ concepts and techniques of project management, including planning, control and deployment of resources; ability to supervise a technical staff; ability to effectively communicate both verbally and in writing; ability to program in several accepted computer languages; ability to analyze complex issues and writings; 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.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, pushing and pulling up to 60 pounds; may be subject to extended periods of walking or sitting, and reaching; and vision, speech, and hearing sufficient to perform the essential tasks.

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Licenses and Certification: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; occasionally outdoors and in inclement weather; and requires travel to various City locations to provide computer related assistance.

**Class Code: 1135**

**EEO Code: E-02**

**Pay Code: IS-48**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

**Effective date: December 12, 2002**