

## **CLASS TITLE: SUPPORT SERVICES MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under general direction manages the IT (Information Technology) Service Desk and Support Group, and 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 the work of subordinates and/or contractors
- Determines personnel and technical resources required to successfully complete projects on schedule and within budget
- Prepares and reviews service reports
- Interacts with vendors/department contacts
- Participates in divisional objectives development
- Assists in the preparation and administration of the Support Services section of the annual budget
- 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, business management, or a related field, preferably including or supplemented by coursework in computer sciences, and six (6) years' experience managing technical support services, systems analysis, or project management, including proven 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, using ITIL practices; working knowledge of methods and techniques used in project management and systems analysis; some knowledge of data processing and communications equipment and their applications. Some 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.

Licenses and Certification: Possession of a valid Oklahoma Class "D" Operator's License; Information Technology Infrastructure Library (ITIL) Certifications preferred.

**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: 2040**

**EEO Code: E-02**

**Pay Code: IS-48**

**Group: Clerical and Administrative**

**Series: Data Processing and Information Services**

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**Effective date: March 6, 2017**