

CITY OF AUBURN

# JOB & CLASS DESCRIPTION

<b>TITLE:</b> Customer Support Manager		<b>AFFECTED DEPARTMENT (S):</b> Innovation & Technology	
<b>LAST REVISED:</b> 01/22/16	<b>PAGE NO: OF:</b> 1 of 3	<b>PAY GRADE:</b> NOG (Exempt)	<b>AFFILIATED</b> <b>NON-AFFILIATED X</b>

## **NATURE OF WORK**

Under the direction of the Director of Innovation & Technology, manages the IT Department's desktop support division, which includes responsibility for business process analysis, project management and desktop computer systems, software, setup, and support. Work is characterized by the incumbent's leading role in technically challenging network projects involving emerging technologies and the applications of Local Area Networks (LAN) and Wide Area Networks (WAN) applications and infrastructure to meet user needs. Work is also characterized by management, administrative, and supervisory functions to provide excellent technical and customer support services to the City. Duties also include substantial project leadership; analyzing user needs, assisting users to meet technological needs in the area of business process; coordinating with City employees, officials, vendors and consultants. Supervises assigned staff.

## **EXAMPLES OF WORK/RESPONSIBILITIES**

\*Supervises assigned staff; evaluates the performance of assigned staff; assigns and prioritizes duties; counsels and issues discipline; provides formal recognition for personnel, as appropriate; evaluates and implements training needs; and evaluates staffing requirements and recommends hiring employees, as approved through the budgetary process.

\*Manages assigned staff in performing desktop computer setup, delivery, and software support to all departments.

\*Manages assigned staff to operate an efficient and effective Help Desk and oversee all customer support for the Information Services division.

\*Plays leading role in analyzing City requests for technology; identifies and evaluates alternative solutions and provides recommendations;; provides and coordinates ongoing support with information services personnel.

\*Manages complex technical projects, keeping project on time, within budget and coordinating staff participation from various departments and divisions.

Assists in preparing and evaluating requests for proposals and informal procurements related to information services in accordance with City policy, procedures and applicable ordinances

\*Performs research and development of complex and newly emerging technologies, as they may apply to City use; emphasizes use of technology to create efficiencies.

\*Responsible for managing appropriate technical and procedural documentation, including necessary updates and training on the use of such documentation.

\*Assists in developing citywide network and computer operations policies regarding practices, procedures, authority levels, emergency and similar procedures.

\*Assists in developing the department capital and operating budgets.

\*Manages departments accounts payable and accounts receivable functions

\*Interacts with staff, vendors, other agencies, and the public in an effective, customer friendly, courteous, manner and establishes and maintains effective working relationships.

\*Develops and maintains appropriate documentation including necessary updates on City systems.

\*Provides assistance to the Information Services Director on research and recommendation of new equipment and applications; assists with future growth plans; and provide recommendations and justification as requested.

\*Defines, records, tracks and troubleshoots technical problems; assures solutions by contacting appropriate resources, personnel or vendors.

\*Stays current with industry trends, technologies, and standards; researches, recommends, and applies new technologies as they emerge.

\*Attends meetings as City or department representative; may act as Director in Director's absence.

\*Works independently and makes appropriate, sound decisions regarding work methods and priorities.

\*Researches and analyzes complex problems and develop, recommend and implement sound solutions.

\*Communicates effectively, both orally and in writing; correct usage of English grammar, spelling, punctuation and vocabulary

\*Meets established schedules, departmental goals and legal time lines.

\*Regular, reliable and punctual attendance

\*Due to internal and external customer service needs, incumbent must be able to work a full time schedule, on- site (appropriate City work sites). Attendance at night, early hours, and/or weekend meetings occasionally required.

Shows initiative in performing job functions

\*Performs other duties as assigned.

\* = Primary function.

### **WORKING CONDITIONS**

Work is generally performed in a clean, climate controlled office setting. Hand-eye coordination is necessary to operate various pieces of equipment. Required to sit, talk, and hear; frequently required to work and use hands-to-finger, feel or handle writing utensils, computer and office supplies which require repetitive arm, wrist and hand movement. Occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend or crawl. Performs physical activity including but not limited to lifting, carrying and moving heavy objects; occasionally lifting and/or moving items up to 35 pounds. The employee is required to talk and hear in some environments that are moderately noisy. Specific vision abilities include close distant, color, and peripheral vision, depth perception and to adjust focus. Ability to transport oneself to a variety of locations, primarily in and around King County. The employee may be required to deal with disgruntled individuals requiring the use of conflict management skills. Employee is required to perform work in confidence and under pressure for deadlines, and is required to maintain professional composure and tact, patience and courtesy at all times.

### **REPORTING RELATIONSHIPS**

Under general direction of the Innovation and Technology Director, the employee works either independently or in coordination with other City employees, using City policies and procedures. Questions of policy and new or unusual situations are referred to the supervisor for resolution. Supervises Innovation & Technology Services support employees, to include IS Support Specialist and Systems Analyst positions. Performance is reviewed through periodic discussions, reports, and formal evaluation.

### **REQUIRED EDUCATION AND EXPERIENCE**

High school diploma or equivalent. Five years successful, increasingly responsible experience in network analysis, design, implementation and support, and management in a multi-site network environment; successful project management and staff management experience required; **OR** a combination of education and experience that would provide the applicant with the knowledge, skills and abilities to successfully perform the primary functions of the job.

MCSE (Microsoft Certified Systems Engineer) certification preferred; CCNP certification preferred.