CITY OF RICHLAND

CLASSIFICATION TITLE:	AFFILIATION:
IT CUSTOMER SERVICE SUPERVISOR	Unaffiliated (Non-Union)
REPORTS TO:	**FLSA STATUS:**
INFORMATION TECHNOLOGY MANAGER	Exempt

GENERAL SUMMARY:

Under the direction of the Information Technology (IT) Manager, ensures that the City's end users are receiving the appropriate assistance, and effective/efficient support of the City's desktop computing environment; manages all procedures related to the identification, prioritization, and resolution of end user help requests, and the monitoring, tracking, and coordination of Help Desk functions; contributes to problem resolution by giving in-person, hands-on support to end users at the desktop level; supervises and evaluates the performance of assigned staff; works closely with the IT Operations and IT Projects and Applications Supervisors to identify, recommend, develop, implement and support cost-effective solutions for all aspects of the City, and may be required to serve as the IT Manager in his/her absence as assigned.

ESSENTIAL JOB FUNCTIONS:

Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.

- Works with the IT Operations and IT Projects & Applications Supervisors to develop business case justifications and cost/benefit analyses for IT spending and initiatives and develops requests for proposals as needed to ensure effective and efficient delivery of operational projects, including organizing and negotiating the allocation of IT resources, including personnel and equipment.
- Oversees all reports and documentation related to desktop computing and end user support.
- Develops and implements all functional policies and procedures, including those for desktop systems, standards, purchasing and service provisions; analyzes existing operations and makes recommendations for the improvement and growth of the desktop computing infrastructure and IT systems.
- Manages the replacement, deployment, monitoring, maintenance, development, upgrade and support of IT systems, including PCs, desktop operating systems and associated hardware.
- Manages IT desktop computing assets, including hardware, software, and equipment throughout the City; approves purchase of equipment and supplies in order to meet operational requirements of the business.

- Supervises, motivates and provides direction and guidance to assigned staff; evaluates and reviews work performance for acceptability and conformance with department standards, goals and/or City competencies; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Establishes and maintains regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.
- Coach's, mentors, motivates, and supervises the IT Customer Service team members, and contractors, and influences them to take positive action and accountability for their assigned work; identifies, resolves issues and conflicts within and between various teams and team members.
- Establishes and enforces Help Desk service level agreements in consultation with the IT Governance Committee to establish problem resolution expectations and timeframes.
- Oversees the provisioning of end-user services, including help desk and technical support services; utilizes customer service/help desk software to track issues and resolutions as well as analyze trends and reports on customer support activities; analyzes performance of Help Desk activities and documented resolutions, identifies problem areas, and devises and delivers solutions to enhance quality of service to prevent future problems.
- Participates in the deployment of new systems and technologies in order to be able to better support, train and document them, and resolves issues once deployed to end users.
- Designs and enforces request handling and escalation policies and procedures.
- Coordinates and/or performs hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications; monitors and tests fixes to ensure problems have been adequately resolved.
- Tracks and analyzes trends in Customer Service requests and generate statistical reports.
- Assess' need for any system reconfigurations (minor or significant) based on request trends and make recommendations.
- Identifies, recommends, develops, and implements end user training programs to increase computer literacy and self-sufficiency; oversees the development and dissemination of help sheets, usage guides and FAQ lists for end users.
- Attends training seminars, conferences, and trade shows to broaden knowledge of current and future customer service/help desk issues and technologies.
- Oversees the development, implementation, and administration of help desk staff training procedures and policies.
- Supports the IT Operations and IT Projects & Applications Supervisors for all customer service-related projects and project portfolio.
- Performs the duties of the IT Operations and/or the IT Projects & Applications Supervisors as assigned.
- Models and fosters the City's core values by establishing and nurturing a work environment that will promote and maintain a high level of morale and productivity.

- Actively participates as a member of the City's Leadership Team, including participation on various task teams or committees as assigned.
- Provides continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners and fax machines, or other specialized equipment, and personal computers in a windows based computing environment using standard or customized software application programs appropriate to assigned activities.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:
Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.

Knowledge of:
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- Applicable data privacy practices and laws.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Modern programming languages and databases.
- Technical architecture and topology for software, hardware and networks.
- Current network hardware, protocols, and standards, including WAN systems (e.g., Cisco systems).
- Desktop computer hardware and software, including operating systems.
- Diagnostic utilities, including service desk management software.
- Technical aspects of field of specialty.

Skills and Abilities to:
- Analyze, conceptualize, and problem-solve.
- Align technical and business needs.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.
- Develop and provide support under Service Level Agreements.
- Oversee, design and manage contracts.
- Exercise independent judgment in analyzing problems, issues and situations.
- Read, learn, interpret, apply and explain relevant regulations, policies and procedures.
- Train, supervise and evaluate assigned personnel.

- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner while maintaining a high service level; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software application programs.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION & EXPERIENCE REQUIREMENTS:
- Bachelor's degree in information systems/technology or related field;
- Five (5) years of increasingly responsible IT customer service or help desk experience to include at least two (2) years of experience in a lead or supervisory role;
- Advanced proficiency in the use of Microsoft Office Windows, Internet Explorer and Outlook, and intermediate proficiency in Microsoft Word, Excel, PowerPoint and Visio.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:
- Valid Washington State driver's license upon hire date (out of state applicants must obtain within 30 days of hire date).
- Required Certifications: A+, MCTS for Windows 7, and Certified Track-IT Administrator or similar upon hire date.
- PMP Certification required within one (1) year of hire date.

COMPETENCIES:

Supervisory
- <u>Foster Teamwork</u>: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- <u>Prioritize Work and Commitments</u>: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- <u>Drive for Team Results</u>: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists

despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.

- <u>Manage Employee Performance</u>: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- <u>Use Technical/Functional Expertise</u>: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- <u>Be Accountable for Performance:</u> Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- <u>Provide Excellent Customer Service:</u> Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- <u>Communicate Effectively:</u> Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- <u>Work Safely:</u> Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:
- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, which may include inclement weather conditions.

- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands:
- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach.
- Ability to operate a motor vehicle and to visit various City and meeting sites.
- Must be able to read, write, and communicate clearly.
- Ability to lift up to 20 lbs on occasion (boxes, paper, office supplies, etc.),
- Ability to operate standard office equipment (copier, fax, printers, multi-line phone systems).
- Must have good vision to read print and a computer screen.
- Ability to hear and speak to communicate in person, before groups, and over the telephone.
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping, and reaching to operate a computer keyboard, mouse and/or standard office equipment.
- Operate standard office equipment (copier, fax, printers, scanners, multi-line phone systems).
- Occasional inspection of cables in floors and ceilings.
- Some travel may be required.
- On-call availability for after standard business hours.
- Ability to participate in and occasionally lead training sessions, presentations, and meetings.

SELECTION GUIDELINES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.