

Code: 1485

Title: SUPPORT SERVICES MANAGER - CENTRALIZED IT

SUMMARY: This classification plans, organizes and manages the activities of a specific work unit within the centralized Information Systems (IS) Department.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Performs managerial duties including planning and organizing the activities of a specific work unit within the centralized Information Systems (IS) Department;
Plans, determines and schedules work flow of the work unit in conjunction with other work units of the centralized IS Department;
Maintains continuing liaison with software and hardware vendors, manufacturers, contractors and service providers for required support;
Assigns, reviews and evaluates work of assigned staff;
Develops and administers division or work unit budgets and provides input to the Department budget;
Develops and supervises the implementation of strategic and long-range plans to assure timely support to computer-user needs;
May specialize in providing managerial and technical support to one of the following specific areas with the centralized IS Department:

Network Services:

Manages the provision of technical support to County departments for network activities including the provision of Local Area Networks (LAN) and Wide Area Networks (WAN);
Manages, reviews and approves network designs and project plans related to enterprise networks;
Provides management with written and oral reports regarding network-related topics.

Help Desk Services:

Manages the provision of enterprise-level, Help-desk services in support of County department end-users;
Provides technical support for complex or high-profile technical issues or users;
Serves as technical expert for help-desk technicians and supervisors;
Sets and manages priorities for support calls and scheduled installation of hardware and software.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles, techniques and applications of computer information systems relative to area of assignment;
- operating principles, capabilities, limitations, trends and developments of information processing systems,
- LAN/WAN, hardware, software and peripheral equipment;
- techniques involved in the adaptation of office procedures to information processing systems;
- principles and practices of budget preparation, cost-control and cost-effectiveness measures;
- principles and techniques of management, supervision and training;
- effective communication techniques.

Skill in:

- project planning, management and control;
- preparing, submitting and administering work unit or division-level budgets;
- identifying, analyzing, and resolving information systems training needs and problems;
- supervising professional, paraprofessional and technical staff;
- communicating effectively.

MINIMUM QUALIFICATIONS: EITHER:

(1) A Bachelor's degree from an accredited college, university or technical school in computer science, information systems, programming or systems analysis and four years of experience either organizing and managing large data networks or four years of experience managing information system user support which includes two years in a supervisory/managerial capacity.

(Additional relevant experience and/or education from an accredited college or university may be substituted)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona driver's license at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections or Courts facilities, property and associated confidential and sensitive information, documents, communications and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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