Code: 4707
Title: ITD – SERVICE SUPPORT MANAGER

SUMMARY: Responsible for managing all activities of the Service Desk and Support environment of the Pima County Information Technology (IT) Department.

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

Develops and manages service desk and IT support relationships with internal and external customers and hardware/software/consulting vendors;
Enables the proper resource planning and project prioritization to ensure successful project implementations;
Negotiates contracts and agreements;
Ensures proper communication and change management occurs between customers and other IT work units affected by service desk and IT support operations, maintenance and project initiatives;
Oversees the execution of projects, project structure, team environment and associated business cases to successfully deliver automation initiatives;
Manages the development and deployment of automation solutions per service desk and IT support strategies and plans that allow attainment of annual business goals and meets all compliance requirements;
Manages service desk and IT support assets to lower the total cost of ownership over time;
Develops and manages service desk and IT support annual operational and capital budget;
Manages the development of and associated approval process for capital projects and performance against capital budgets;
Delivers short and medium term operating expense and capital expense performance targets;
Provides access to the service desk and/or IT support environment on a 7x24 basis per service level agreements and ensures a proper training environment and program is in effect for all customer personnel.

Business Planning
Manages tactical and operational provisioning of service desk and associated infrastructure to support and achieve strategic enterprise goals;
Develops and provides expertise on emerging practices to be leveraged within the service desk and/or IT support environment;
Oversees the work unit to provide timely and integrated support to applications, computing, communications and customers of the service desk and support environment, and assists in delivery of their plans and objectives;
Provides timely and achievable service desk and support strategies, plans and objectives;
Applies a service and cost focus within service desk and support approach for total cost of ownership (TCO), while continuously maintaining or improving service levels;
Assists in development of IT standards and processes, technology evaluation and transfer, management measurement systems and ensures proper implementation within service desk and/or IT support environment.

Organization and Culture
Builds an efficient service desk and IT support organization to meet current and future needs for Pima County;
Integrates the service desk and IT support organization into the overall Pima County operational

support structure, ensuring role clarity and accountability;
Establishes and communicates roles for all staff on their service desk and IT support responsibilities and associated project priorities;
Evaluates, mentors and manages employee professional development;
Implements and maintains a continuous improvement culture within the service desk and/or IT support environment, and delivers ongoing improvements through use of defined service levels and metrics;
Maintains awareness and focus on the Department's Vision, Mission and Values in addition to standard industry practices within span-of-control.

KNOWLEDGE & SKILLS:

Knowledge of:

- desktop or other operating systems and affiliated software components, services, protocols and technologies, to include office automation applications (e.g., Excel, Visio, Word, PowerPoint) and other vendor commercial applications interfaced into client computing and communications environment;
- wireless communications equipment such as fixed, portable and mobile radio devices, dispatch console equipment, as well as related radio system and remote site control equipment;
- wireless, voice and data services devices and data synchronization applications;
- IT Infrastructure Library for the Incident, Problem, Service Request and Configuration Management environment;
- principles and techniques of effective communication to include written composition and public speaking;
- principles and practices of staff supervision, evaluation and training;
- automated information systems use within a customer and or public service environment.

Skill in:

- organizing personal and team workload to be proactive and progress multiple tasks and customer requests simultaneously;
- researching, analyzing and reporting data through use of automated information systems and tools;
- written, verbal and interpersonal communications skills;
- establishing and maintaining effective work relationships with customer segments and other organizations;
- operating within a fast paced technical environment;
- working independently with minimal supervision and within a process driven environment in which 7x24 system availability is required;
- presenting, explaining and interpreting service level agreements and program goals, objectives, policies and procedures to customer segments (internal and external to county);
- writing procedures and work instructions;
- adhering to production processes and service level agreements;
- learning disparate technology processes within the environment;
- effective team work and continuous improvement methods;
- preparing and administering budgets, agreements and contracts;
- directing and evaluating staff and planning, organizing and coordinating program activities.

MINIMUM QUALIFICATIONS: EITHER:

(1) A Bachelor's degree from an accredited college, university or technical trade school with a major in computer science, computer engineering, management information systems (MIS), or a closely related

degree as determined by the appointing authority at the time of recruitment and four years of work experience coordinating and administering the support on client computing or communications hardware and/or software infrastructure and two years of IT-related supervisory/management experience. (Note: supervisory experience may or may not be concurrent with other experience requirements.)

OR:

(2) An Associate's degree from an accredited college, university or technical trade school with a major in computer science, computer engineering, management information systems (MIS), or a closely related degree as determined by the appointing authority at the time of recruitment and six years of work experience coordinating and administering the support on client computing or communications hardware and/or software infrastructure and three years of IT-related supervisory/management experience. (Note: supervisory experience may or may not be concurrent with other experience requirements.)

(Additional relevant work experience and/or education from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require appropriate licenses or certifications at time of appointment or within a specified timeframe (e.g., ITIL). Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to obtain/maintain required certifications or licensure shall be grounds for termination.

Special Notice Items: Some positions will be required to work rotating shifts which includes days, evenings, nights, weekends and holidays. 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 court facilities, property and associated confidential and sensitive information, documents, communications and data base systems.

Physical/Sensory Requirements: Some positions require lifting equipment, climbing, working on towers, elevated or below grade platforms. All positions require the ability to identify industry standard color-coding of electrical wiring and components. Additional physical and sensory abilities will be determined by position.

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

Pima County 7/7/10(cs)
Updated 5/1/14(lsg)