



## City of Irving Job Description

### IT Support Manager

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|---------------------|--------|--------------------------------|-------------------------------------------|
| <b>FLSA Status:</b> | EXEMPT | <b>Job Department:</b>         | Information Technology                    |
| <b>Job Code:</b>    | I081   | <b>Reports To (Job Title):</b> | Assistant Information Technology Director |

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#### PURPOSE

This position manages the Information Technology (I.T.) customer service and helpdesk operations of the I.T. Department; interfaces with all levels of I.T. Department staff, department customers, City Executive Team and City Council; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; ensures that I.T. projects and services are adhering to established plans, standards, and procedures; reviews and manages all customer-facing project activities, processes, and services; implements policies for governing projects and customer service operations; and, assists the CTO in policy decisions that may have a city-wide impact on technology users. Additionally, this position designs and establishes outcome measures, as well as customer service methods & processes.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Plan, organize, manage, lead, and evaluate overall customer service operation for the I.T. Department. As directed by I.T. Management, this position has the authority for the quality control and development of customer support / SLA standards between customers and the I.T. Department.
- Supervise the Customer Service team and manage all helpdesk operations.
- Meet with I.T. Management and other key department staff to share information and discuss issues regarding projects, policies, and programs, and to determine priorities and resource management issues regarding the topic of customer support, customer-facing projects, and customer expectations on a regular basis.
- Develop procedures, priorities, approaches, and strategies regarding I.T. customer support and service.
- Assist the CTO in developing plans and implementing customer-oriented departmental planning, projects, and strategic goals and objectives in alignment with the core purpose, mission, vision, and values of the City of Irving.
- Identify, develop, and implement initiatives to improve service delivery to City departments and public/regional agencies.
- Select, assign, train, direct, and evaluate subordinate customer service IT staff; discuss, negotiate, and resolve personnel issues/conflicts with them.
- Under the direction of and in concert with I.T. Management, provide consultation, participation, and facilitation to the City's strategic planning efforts and participate in planning/design teams to develop direction, recommendations and strategies for city technology development and improvement initiatives.
- Negotiate, arbitrate, and resolve program, project, and policy issues/conflicts with other departments and community/business stakeholders.
- Analyze fiscal data to identify and project resource needs; recommend needed resources.
- Prepare complex statistical and narrative program reports, correspondence, and other documents.
- Manage computer replacement program and manage computing and wireless resources for the City.

- Process requests for new equipment purchases and maintain standard equipment specifications.
- Perform basic hands-on computer, peripheral and wireless device diagnostic work for executive management team and City Council.
- Aid in developing the Customer Service IT Team budget.
- Perform related duties as assigned.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Participate in professional organizations, boards, and committees to keep current of trends & innovations.

#### **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 3-8 employees.

#### **FINANCIAL / BUDGETARY RESPONSIBILITY**

Monitors and analyzes divisional budgets within areas of responsibility.

#### **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

##### **EDUCATION**

- Equivalent to an Associate's Degree from an accredited college or university with major course work in Computer Science, Information Systems, Project Management or a closely related field.

##### **EXPERIENCE**

- Minimum of five (5) years of increasingly responsible, relevant experience in either a technology customer support and/or technology projects background.
- At least two (2) years of administrative and supervisory experience is *preferred*.

##### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid Texas Driver's License, or the ability to obtain one, is required.
- All applicants will be subject to a criminal history check, and a conviction for a Class B misdemeanor and above is disqualifying.

## **KNOWLEDGE OF**

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Personnel & Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations & termination.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

## **SKILLS AND ABILITIES IN**

- System Perception: Discerning when important changes have occurred or likely will in a system.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Computer & Wireless Device Support: Demonstrating enough hands-on customer data tools support knowledge to effectively provide additional support and lead a technical support team.
- Hands-on Technical Support: Performing basic hands-on computer, peripheral and wireless device diagnostic work for executive management team and City Council.
- Adaptive Written & Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand. This includes addressing complex technical issues with a technical staff, yet conversely effectively conveying information about those same issues for lay department customers.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Negotiation: Bringing others together and trying to reconcile differences.
- Teaching: Conveying new concepts and confirming comprehension by listeners.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Persuasion: Convincing others to approach things differently.

- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Inductive Reasoning:** Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- **Interactive Presentation:** Effectively presenting information and responding to questions from groups of managers, clients, customers and the general public.
- **Speech Recognition:** Identifying and understanding the speech of another person.
- **Technical Reasoning:** Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- **Reading Comprehension:** Reading and interpreting documents.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

Internally, interacts regularly with contacts in other departments, up to the manager & director levels. Externally, regularly engages with technology vendors and/or consultants.

## **EQUIPMENT AND PROPERTY**

Typical office equipment (i.e., copiers, multi-line telephones), as well as computer and networking equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, and/or stoop. S/he occasionally is required to balance, crawl, drive a vehicle, lift up to 30 pounds, push, and/or pull, and rarely is required to lift more than 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is usually quiet.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.