

Technology Support Specialist Manager

POSITION DESCRIPTION



DEPARTMENT: Technology Solutions
REPORTS TO: Technology and Innovations Director
CLASSIFICATION STATUS: Full Time, Exempt
SALARY: \$23.92 to \$35.88 per hour

DEFINITION:

Under direction, is responsible for supervising the technical staff assigned to providing technical support operations within the Department of Technology; performs other duties as required.

DUTIES OF POSITION:

- Reports directly to the Technology and Innovations Director.
- Works directly with the Network Administrator under the direction of the Technology and Innovations Director to influences strategic business decisions regarding the use of technology.
- Supervises, coordinates, and oversees the activities of the technical solutions and helpdesk staff.
- Performs evaluations, initiating disciplinary actions, and approving/denying leave requests; ensures personnel coverage is adequate to maintain technical services.
- Supervises and manages the activities of technical staff that include server, desktop, and help desk support.
- Train employees on both software and hardware, troubleshooting, and serves as a technical escalation.
- Develops and implements goals, objectives, policies, and procedures related to user support services
- Works directly with the Network Administrator under the direction of the Technology and Innovations Director to influences strategic business decisions regarding the use of technology.
- Manages the technical support portion of the City's information technology infrastructure through the maintenance of existing hardware and software systems and the development of new systems.
- Coordinates with other department personnel and organizes technical plans by directing work assignments, scheduled moves, installations, upgrades and maintenance.
- Monitors user requests to ensure service resolution timelines are met; provides guidance in troubleshooting on advanced problems.
- Manages vendor services providing support for current systems, repair of equipment, and purchases of new hardware and software to ensure maximum uptime and reliability of services.

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- Ensures that licensing requirements for appropriate software applications and products are met.
- Conducts technical research on emerging technologies and best practices; provides costs analysis and recommendations for procurement of new hardware, software, and communication technologies.
- Generates and reviews reports associated with user accounts, departmental requests, and internal performance management benchmarks; maintains hardware inventory.
- Participates in planning activities, including needs assessment and capacity forecasting.
- Assists in the preparation of the annual budget with the Technology and Innovations Director to provide oversight of the department budget including review of purchase requests, contracts, invoices, and creation of bid specifications.
- Attends meetings with department personnel, City agencies, vendors, and outside agencies as required.

REQUIRED QUALIFICATIONS:

Possession of a bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field or five (5) years of experience with providing desktop, software and server hardware support and displays increasing responsibility in IT operations, supervising technology teams, overseeing large technology projects. Two (2) additional years of experience as listed above may be substituted for the bachelor's degree.

PREFERRED QUALIFICATIONS:

Possession of a bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field or five (5) years of experience.

Knowledge, Skills, and Abilities:

- Knowledge of the objectives, methods, systems, and applications of distributed processing systems and end-user support services.
- Knowledge of laptop and desktop computer hardware.
- Knowledge of research and problem-solving techniques.
- Knowledge of current operating systems such as Windows 10.
- Knowledge of operations protocols, LAN, WAN, and SAN networks,
- Knowledge of current software applications such as Microsoft O365 products, VMWare and Remote Connectivity Tools, Windows Active Directory and RSAT tools.
- Knowledge of network and remote connectivity architectures.
- Thorough knowledge of troubleshooting techniques associated with computer operating systems and communication systems.
- Knowledge of current programming languages.
- Ability to prioritize projects and meet deadlines.

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- Knowledge of project management and implementation best practices.
- Ability to analyze business processes and develop recommendation for improvement.
- Ability to present technical information in writing and orally in a public setting.
- Knowledge of budgeting principles and procedures.
- Ability to lead and provide supervisory skills and principles.
- Knowledge of principles in employee training and development.
- Knowledge of processes, policies within organizational structure and of the laws and regulations of City government.
- Ability to develop and maintain cooperative working relationships with business and community representatives, the general public, and government officials.

SPECIAL REQUIREMENTS:

Must have a valid Florida drivers' license. Ability to operate a motor vehicle. May be required to work nights and weekends for specific events. Every New Port Richey employee is required to fill out a Disaster Response Survey and is subject to being required to report to work during a declared disaster.

PHYSICAL DEMANDS:

Physical Ability:

Requires sedentary work that involves walking or standing some of the time and routine keyboard operations. The job risks exposure to no significant environmental hazards. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception. Ability to stand and sit for periods longer than 30 minutes but not to exceed four hours consecutively. Ability to climb stairs and ladders occasionally. Ability to lift boxes not exceeding 25 pounds occasionally.

Sensory Requirements:

Ability to hear, speak and understand conversation in English in various tones of voice. Adept at listening to and understanding others from a variety of cultural backgrounds. Ability to see, read, and comprehends letters, numbers, words, characters or symbols, which are both large and small. Ability to print and draw letters, numbers, words, characters and symbols which are legible and understood by others. Ability to learn complex tasks and remember how to complete tasks without assistance once trained.

WORK ENVIRONMENT:

Administrative and other work is performed under typical office conditions and in every room where operations are conducted. The noise level in the work environment is usually (moderate

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but may be noisy in certain locations.) By the very nature of this type of work it can be very busy with shifting demands. Ability to deal with stress related to routine deadlines and occupational problems, which demand immediate attention. Necessity to multi-task successfully. Ability to accept decisions made by others that may be in opposition of own views.

The City of New Port Richey is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of New Port Richey provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

The employee's signature below attests that the employee has read and understands this job description, believes they possess the minimum qualifications and are capable and willing of performing all essential functions.

Human Resources

Employee Signature

Date

Date

Department Director

Date