

CITY OF ROSEVILLE

INFORMATION TECHNOLOGY CLIENT SERVICES SUPERVISOR

DEFINITION

To plan, coordinate, supervise and participate in IT client services operations including supervising service desk activities, hardware and software support and the installation and configuration of desktop computers; and to perform difficult and complex professional information technology support work.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management staff.

Exercises direct supervision over technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for a variety of IT client services activities; recommend and implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of assigned staff involved in supporting hardware and software throughout the City.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for materials and supplies; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; conduct performance evaluations.

Serve as project manager as it relates to client services activities including PC replacement and deployment and related activities.

Perform the most difficult professional work in providing support to end users with respect to hardware and software support and deployment.

Supervise the implementation of projects including PC replacement and deployment.

Provide technical support to customers; implement customer service satisfaction survey process; analyze and follow up on results and take corrective action as necessary.

Information Technology Client Services Supervisor

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Prepare and/or assist with the development of strategic plans related to area of responsibility; prepare requests for proposals for services and equipment and assist in developing selection criteria.

Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.

Represent the department to outside agencies and organizations.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of information technology.

Personal computers, including hardware and software and related peripheral equipment.

Active Directory structure and functions.

Microsoft Windows operating systems.

Principles of supervision, training, and performance evaluation.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize and supervise the work of assigned personnel and perform the most difficult and complex work related to hardware and software support.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; intermittently push and pull carts; stand and sit continuously when on a public desk; perform simple grasping and fine manipulation; use telephone, and

write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent department and City policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Determine appropriate technologies to support service desk activities.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality as necessary.

Work weekends, evenings or standby, as required.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of increasingly responsible experience performing experience providing information technology support, including one year of lead experience.

AND

Training:

A Bachelor's degree from an accredited college or university. Major course work in computer science, information technology, engineering, business management, information systems, accounting, finance or a related field is desirable.

License or Certificate

Possession of a valid California driver's license by date of appointment.