Class Concept
Responsible for the day-to-day operations and supervision of a team of user support staff that provide first and second level support to users of a variety of information technology and communications systems. Oversees, directs, and evaluates workflow to ensure timely response and resolutions of problems. Coordinates work activities to achieve the volume expected to meet operational requirements. Manages compliance of processes and procedures. Primarily responsible for the quality and compliance of incident and request management, which includes ensuring enforcement of quality customer service and process, as defined by standard operating procedures, to ensure a high level of customer satisfaction for all supported services.

Recruitment Standards

Knowledge, Skills, and Abilities
- Thorough knowledge and expertise in technical area.
- Ability to contribute to planning with peers and upper management.
- Relies on experience and judgment to plan and accomplish goals.
- Ability to analyze and review area accomplishments toward organizational objective in order to maximize operations.
- Ability to plan and implement the delivery and improvement of services, staffing and resources, some of which may be at a higher more strategic level.
- Working knowledge of current technology issues.
- Ability to demonstrate initiative to resolve unexpected problems.
- Ability to promote a positive customer service attitude among employees to improve client satisfaction.
- Ability to communicate in writing to large and diverse groups of employees regarding computer related problems
- Ability to mentor, coach and promote the enhancement of employee skills as needed.

Minimum Education and Experience
Bachelor's degree in computer science or an IT related field from an appropriately accredited institution and four years of progressive experience in the information technology field; or

Associate degree in computer science or an IT related field or related technical degree from an appropriately accredited institution and five years of progressive experience in the information technology field; or

High School or GED and eight years of progressive experience in the information technology field; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.