

Class Concept

Responsible for the day-to-day operations and management 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. Distinguished from User Support Manager I by the level and complexity of support provided by the team. Responsible for the effective leadership and integration of the support team into the IT operational environment. Provide vision and strategic planning and drives continual service and process improvement across the organization. Develops requirements and collaborates across teams to ensure delivery of a consistent customer experience. Key stakeholder/customer advocate on customer-facing projects, deployments, and initiatives; May evaluate technology solutions that will provide efficiencies and automation. Develops metrics and best practices required to drive performance and customer satisfaction.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of enterprise capabilities through acquisition and application of new technologies.
- Ability to define business strategies and contributes to the enterprise vision.
- Ability to direct higher-level planning, organizing and staffing. May coordinate plans directly or through subordinates.
- Ability to evaluate and modify department services to provide enhanced quality.
- Ability to ensure continuity in execution of assigned mission.
- Ability to manage large scale or multiple projects.
- Ability to establish and maintain work relationships and seek feedback from customers and service recipients to improve quality and design ways to exceed expectations.
- Ability to establish proactive relationships with customers.
- Ability to plan and implement based on organizational forecast.
- Ability to understand key performance indicators and contact center technology and metrics is required.
- Thorough knowledge of ITIL (Information Technology Infrastructure Library) and ITSM (Information Technology Service. Management)
- Ability to coach, evaluate and review performance and manage a total skillset of employees in the unit.

Minimum Education and Experience

Bachelor's 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 including at least two years of experience in technology support related work; or

Associate degree in computer science or an IT related field or related technical degree from an appropriately accredited institution and six years of progressive experience in the information technology field including at least two years of experience in technology support related work; 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.