

MAJOR FUNCTION

This is responsible supervisory and technical work coordinating the receipt, evaluation, diagnosis and resolution of technical problem reported for the City's information management systems and applications. Work is performed under the general supervision of the Technology Infrastructure Administrator, however, considerable independent judgment is exercised. Work is reviewed through analysis, results obtained, customer feedback, conferences and general observation.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Supervises the operations of the Systems One Stop Help Desk. Determines levels of desk coverage needed and schedules and assigns the work of section staff to provide the desired service level. Guides staff in the receipt, diagnosis, evaluation and resolution of technical problem as reported by systems users. Dispatches technicians to work sites when problems cannot be corrected remotely. Analyzes and trouble shoots stop-work microcomputer problems reported by City employees, including E-Mail and UNIX server log-ins. Serves as administrator for Net-wizard remote access software and McAfee help desk software and its associated oracle databases. Oversees the set up of software and hardware for all of the City's microcomputer acquisitions, including networking to E-Mail, file servers and printers. Recommends the hiring, transfer, promotion, grievance resolution or discharge of employees. Conducts performance evaluations, and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Produces performance measurement reports for work group as required. Assists supervisor with special projects as needed. Identifies developmental training for staff and schedules them for same. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the principles, practices and procedures of modern information management equipment and related systems, networking and software applications. Ability to plan, supervise and review the work of subordinates. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to install and troubleshoot personal computers and associated peripheral equipment and software programs and applications. Ability to express oneself clearly and concisely, both orally and in writing. Ability to understand and follow complex oral and written instructions. Highly developed skills in the use of microcomputers and the associated programs and applications that are necessary to successful job performance.

Minimum Training and Experience

Graduation from a two year community college with a degree in computer science, information systems management, data processing or a related field; and four years of technical work experience that includes computer help desk operations, computer customer service operations, network and mainframe computer operations, or a directly related area; or an equivalent combination of training and experience. One year of the required experience must have been at the supervisory level.

Established: 09-11-98
Revised: 04-14-04*