



Computer Technical Support Manager

Job Description

Department: Information Systems
Position: Career Service
Starting Step: 56, Table 14
Supervisory: Yes
Reports to: Director - Information Services

Summary

Under the general supervision of the Director, manage computer operations, networking, user help desk, and user computer training. Receive user complaints and requests and solve users' installation, hardware, and software problems.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, coordinate, and direct the work of all employees assigned to the support group including operations, training, and network personnel.
2. Train and assist team members in technical support activities for the system.
3. Make staffing decisions including hiring, training, performance evaluation, and retention of assigned personnel.
4. Compile, maintain, and review all reports, daily work records, time cards, payroll information, work specifications, and appropriate personnel documentation for assigned employees.
5. Manage the user help desk.
6. Coordinate user education, and teach various user training classes.
7. Assist in managing the County's computer networking facilities.
8. Manage all computer activities related to operations including hardware and software installations.
9. Oversee all fax installations (Faxability) along with being the Fax Administrator.
10. Manage the tracking of user requests for new hardware.
11. Prepare reports for management that relate to computer use, priorities, and downtime.
12. Ensure that the support team is trained in the latest computer technology.
13. Resolve concerns with software or hardware vendors as necessary; and resolve technical and complex system concerns.
14. Work closely with County departments to identify computer-related needs, and determine overall user satisfaction.
15. Order a variety of computer equipment for the County.

Knowledge, Skills, and Abilities

Knowledge of open client / server programming and architecture

For Office Use Only

Class Code: 2075

Class Title: Computer Technical Support Manager

FLSA: Exempt

Effective Date: 07/07/2017

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

Knowledge of supervisory techniques
Knowledge of current and relevant computer hardware and software
Knowledge of computer programming
Knowledge of server technology
Skill in managing technical support teams
Skill in reading and in written and verbal communication
Skill in Windows, word processing networking, e-mail, faxing, and utilities
Ability to work in a high-pressure environment created by a high volume of urgent user needs
Ability to set priorities and maintain overall user satisfaction
Ability to maintain cooperative relationships with those contacted in the course of work activities

Supervisory Responsibility

This position has direct supervisory responsibility.

Work Environment

This job operates in a professional office environment, library, or computer room. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 40 pounds.

Position Type/ Expected Hours of Work

Incumbent must work 80 hours each pay period to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

This position requires up to 5 percent travel.

Required Education and Experience

1. Equivalent to a bachelor degree in Computer Science, Programming, Management Information Systems, or a closely related field
2. Five (5) years of computer programming and/or computer technical support including two (2) years in a supervisory capacity

For Office Use Only

Class Code: 2075

Class Title: Computer Technical Support Manager

FLSA: Exempt

Effective Date: 07/07/2017

Public Safety: No

Worker's Compensation: Clerical

Background Level: I

Safety Sensitive: No

DOT: No

Additional Eligibility Qualifications

1. Incumbent may be required to possess valid certification in Novell or Microsoft networking systems
2. Applicants must possess a valid driver’s license and obtain a valid State of Utah driver’s license within 60 day so employment
3. Selected applicants may be subject to, and must pass, a background check

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

For Office Use Only

Class Code: 2075
 Class Title: Computer Technical Support Manager
 FLSA: Exempt
 Effective Date: 07/07/2017
 Public Safety: No

Worker’s Compensation: Clerical
 Background Level: I
 Safety Sensitive: No
 DOT: No