

## TECHNICAL SERVICES MANAGER

### DEFINITION

Occupants of this classification are in the ~~This~~ unclassified service. This management classification is exercises responsibility for management of computer technical support to city departments on the use of hardware and infrastructure. Responsibilities include network administration, infrastructure management, computer operations, telecommunications, network security and disaster recovery. ~~service including operations, programming, and system and.~~

### SUPERVISION RECEIVED AND EXERCISED

This position assigned to this classification reports to the Chief Information Officer Technology Director and supervises administrative support, technical and professional staff.

### ESSENTIAL JOB DUTIES

The following tasks are essential for this position. ~~Incumbents in this classification~~ The position may not perform all of these tasks, and/or may perform similar related tasks not listed here.

1. Ensures operations availability and reliability of City computer systems according to the needs of the departments.
2. Manages the City's wireless infrastructure.
3. Resolves operational problems, and provides routine operational support and systems programming.
4. Manages the operation for functions of computer operations, the help desk, systems administration (including back up to tape, back up online, patching, and software installation for both physical and virtual servers), network administration, and microcomputer policy client workstations.
5. Evaluates Reviews and makes recommendations regarding systems software and hardware purchases ensuring compatibility with City infrastructure and Information Technology Department standards.
6. Recommends and Develops infrastructure that is supported by for the technical services area (procedures, version/configuration control, monitoring, problem tracking, and resolution, etc.).
7. Creates a team atmosphere, and team approach to problem solving and completing work.
8. Manages the operation for Telecommunications (including Voice and Data networks, Voice over IP telephones, voicemail, Internet connections, and plain old telephone service lines), computer operations, network support, service desk, systems administration, technical support and training functions. ~~all voice and data telecommunication activities.~~
9. Establishes and enforces City wide security policy. Ensures that City, State and Federal regulations, policies and procedures relating to information technology are followed. Researches, develops, recommends and implements new policies and procedures.

10. ~~Sets City wide desktop hardware and software standards.~~
11. Participates in establishing all hardware and software standards and supervises all staff performing these tasks.
12. Ensures adequate data backup/recovery operations and ~~Develops and tests disaster recovery plans and procedures.~~
13. ~~Maintains relations with hardware and software vendors.~~ Evaluates new systems and projects, develops cost specifications, assists in the negotiation and compliance of contracts, and manages vendors and consultants.
14. ~~Creates a customer service and problem solving focus team.~~
15. Responds quickly, courteously and accurately ~~appropriately to the IS needs of users when customer support requests/issues are escalated to management.~~
16. Effectively communicates and delivers presentations to all City staff, vendors, consultants, and the public, as required.
17. Stays current on essential knowledge, practices, laws and regulations by obtaining necessary training; may also be required to provide training and assistance to end-users on the use of hardware and software as appropriate.
18. Assists with budget development and administration.
19. May represent the Information Technology Department in the absence of the Chief Information Officer.

## MINIMUM KNOWLEDGE, SKILLS AND ABILITY

### **Knowledge of:**

- ~~J Principles and techniques of programming for electronic computers including COBOL, 4GL languages, and data base techniques.~~
- J Local Area Network (LAN) /Wide Area Network (WAN) using Active Directory and Transmission Control Protocol and Internet Protocol (TCP/IP).
- J Network security and administration.
- J Wireless infrastructure configuration and related security protocols.
- J Project management tools and techniques supporting multiple platforms and sites.
- J Computer systems and peripheral equipment.
- ~~J Telecommunication equipment and related services.~~
- J Principles of supervision, networks, and help desks.
- J Statistical methods and procedures, ~~microcomputers (PC's)~~ client workstations hardware and software.
- J Project management tools and techniques supporting multiple platforms and sites.
- J Systems administration, systems analysis and project management.
- J Current technologies and security standards.
- J Methods used in supervising, training, and evaluating personnel.

### **Skill and Ability to:**

- J Coordinate and oversee city-wide technical support operations.
- J Deal constructively with conflict and competing priorities, and develop effective action plans.
- ~~J Operate data processing terminals and microcomputers.~~
- J Supervise others in a team environment and monitor employees, vendors and contractors working independently.

- J Meet and support the IS technical needs of users and effectively resolve issues that are escalated to management.
- J ~~Write computer programs.~~
- J ~~Interpret program logic.~~
- J ~~Flowchart and detail all computer programs within a system using structured programming techniques.~~
- J ~~Translate coded computer language program system into easily understood terms for using departments.~~
- J Analyze data and draw sound conclusions.
- J Express oneself clearly and concisely both verbally and in writing. Communicate effectively orally and in writing.
- J ~~Work well and effectively with fellow employees and supervisors~~ Establish and maintain effective working relationships with City staff, vendors, consultants, and the public.
- J Effectively follow both verbal and written instructions.
- J Prioritize and manage multiple tasks.
- J Use independent judgement and initiative in making recommendations regarding software and hardware.

#### **LICENSE AND CERTIFICATE:**

Possession of a valid California Class C driver's license.

#### **TRAINING AND EXPERIENCE**

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be: Graduation from an accredited college or university with a Bachelor's level degree in Computer Science, Management Information Systems, or a closely related field. and Five (5) years of recent work experience in computer programming providing technical support on the use of hardware and project management which have included network administration, infrastructure management, computer operations, telecommunications, network security and disaster recovery. including Two (2) years' experience managing information technology projects and staff. in supervision. Recent experience in managing the operations for telecommunications is highly desirable.

#### **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

- J Require vision (which may be corrected) to read small print.
- J Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- J Require the ability to stand for long periods.
- J Require the ability to walk long distances.
- J Perform work which involves the frequent lifting, pushing and/or pulling of objects which may approximate 250 pounds and may occasionally weigh up to 5400 pounds.
- J Is subject to office environmental conditions.