



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 455.4

Job Title: **IT LEAD – CLIENT SUPPORT**

Pay Grade: 23

### **GENERAL SUMMARY:**

The purpose of this position is to lead a team of personnel involved in the delivery of Information Technology (IT) and Operational Technology (OT) Service Desk functions to support business operations. Oversees day-to-day operations, organizes and monitors work processes, and assigns tasks resources. May function as a working supervisor.

### **RESPONSIBILITIES:**

**SUPERVISION:** Functions as technical lead with limited supervisory responsibilities. Plans, organizes and assigns work for the team. Accomplishes staff results by communicating job expectations and providing technical guidance; coaching, mentoring. Provides input to manager regarding team member performance evaluations and disciplinary action. Contributes to the development of policies, procedures, and productivity standards. Assists manager with recruiting, selecting, orienting, and training team members; maintains a safe, secure, and discrimination-free work environment; developing team member personal growth opportunities. Establishes team goals that support organizational objectives by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.

**OPERATIONS:** Completes operations by developing team schedules, assigning and monitoring work; gathering resources; implementing productivity and customer service standards; resolving operations problems; maintaining reference on-line manuals and implementing new procedures and processes. Controls expenditures by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions. Delivers high performance by enforcing performance, quality, and customer service standards.

**CUSTOMER SERVICE:** Maintains customer service standard by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures. Completes customer service operational requirements by scheduling and assigning team members; following up on work results. Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system requirements. Assess customer satisfaction with services by designing and implementing satisfaction surveys; analyzing and interpreting results.

**TEAM EFFORT:** Contributes to team effort by promoting a culture of service and excellence.

### **SPECIFICATIONS:**

**KNOWLEDGE:** Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

Information systems-specific technical certifications may be substituted for 1 year of either the education or the experience requirement, as applicable.

Related professional Information Systems experience may be substituted for the education requirement on a year-for-year basis.

**EXPERIENCE:** At least five (5) years of technology experience supporting IT infrastructure including networks, security, and hardware, or progressive experience in an IT Service Desk environment.

A Master's degree in Computer Science, Management and Information Systems (MIS) or a closely related field may be substituted for two years of the experience requirement.

**COMPLEXITY:** Team leader that is fully proficient in applying established standards; knowledge base acquired from several years of experience in particular area. Coaches team members on technical issues as well as training, interpersonal skills, decision making, problem resolution, career development, etc. Ability to execute moderately complex or specialized projects; adapts precedent and may make significant departures from traditional approaches to develop solutions.

**IMPACT OF ACTIONS:** Errors in work typically lead to moderate inconvenience, risk and costs. The incumbent functions autonomously on technical matters, but relies on manager for final approval of personnel-related matters for the team. Ability to pass and maintain federal security clearances may be required.

### **SUPERVISION EXERCISED:**

**Direct Supervision:** Involves scheduling, limited supervision and evaluation of team and individual performance. Makes recommendations to manager regarding personnel actions such as team member performance evaluations, hiring, terminations, disciplinary action, and pay changes of non-supervisory team members.

**Indirect Supervision:** No indirect reports.

### **CONTACTS:**

**Internal Contacts:** Level of internal contact is primarily with end-users across the organization, which may include professionals, managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

**External Contacts:** Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

**PHYSICAL EFFORT:** The position routinely requires lifting of moderately heavy items, such as computers, printers, or records boxes (up to 40 pounds) and/or stooping, bending, very long periods of walking on rough surfaces on a routine basis and extensive use of a video display terminal.

**WORK ENVIRONMENT:** There are may be sources of discomfort, i.e., outdoor installations, hot/cold temperature and humid/wet conditions. Hands-on environment. May have on-call responsibilities and rotating shifts.

**PHYSICAL SKILL:** Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands. Operates a motor vehicle.

**MISCELLANEOUS:** Performs related work as required.

**JOB FAMILY:** Information Technology – Client Support

**Technical Track:**  
IT Intern

**Management Track:**  
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IT Associate – Client Support  
IT Specialist – Client Support  
IT Professional – Client Support

*Effective: November 4, 2015*  
*Revised: May 31, 2017*

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**IT Lead – Client Support**  
IT Manager – Client Support