



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 455.5

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

Pay Grade: 27

GENERAL SUMMARY:

The purpose of this position is to accomplish business objectives of the Information Technology (IT) and Operational Technology (OT) Service Desk function by managing one or more teams involved in delivery of technology to support business operations.

RESPONSIBILITIES:

MANAGEMENT: Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, mentoring, and disciplining team members; developing, coordinating and enforcing systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; developing personal growth opportunities. Establishes strategic 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: Manage the day-to-day operations of the organization's service desk so that user problems are identified, prioritized, researched, resolved, and followed-up quickly and competently. Plan, prioritize, and schedule service desk activities to ensure continuity of service. Ensure that service desk staff use and maintain problem management databases or other service desk software so that service desk activities and performance can be monitored. Analyze service desk inquiries to identify recurring user problems, recommend solutions, and to identify areas where service desk service can be improved. Develop problem solving guidelines, checklists, or other materials to assist service desk staff to respond to user problems that are recurring or routine. Respond to more complex, escalated enquiries from team members. Lead, direct, evaluate, and develop service desk staff to ensure that users receive competent and timely service.

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.

SPECIFICATIONS (cont'd):

EXPERIENCE:

At least seven (7) years of technology experience supporting IT infrastructure including networks, security, and hardware, or progressive experience in an IT Service Desk environment. System-specific technical certifications may be required.

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.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:

May include two or more indirect reports. May involve supervision and evaluation of work as a division manager or the equivalent.

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.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY: Information Technology – Client Support

Technical Track:

IT Associate – Client Support
IT Specialist – Client Support
IT Professional – Client Support

Management Track:

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IT Lead – Client Support
IT Manager – Client Support

Effective: November 2015