Job Title: Technical Services Manager

Department: Information and Technology Services

Immediate Supervisor: Director of Information and Technology Services

Origination Date:	**07/01/2001**
Revision Date:	**07/01/2012**
Job Grade	**611**
FLSA Status	**Exempt**

BRIEF DESCRIPTION OF THE JOB:

Supervises and leads the staff of the Technical Services Division to ensure the efficient functioning, security, and recoverability of the City computer network (voice and data), desktop computer, and server systems. Performs research and provides decisions or recommendations regarding the implementation of new desktop, server network, and telecommunication systems that have potential to improve city-wide staff efficiencies and effectiveness. Helps create/maintain department operational and strategic plans.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Plans, organizes, and directs the activities of the Technical Services Division of the ITS Department.
2	L	Supervises the work of Technical Services staff by facilitating and tracking project status; identifying problems and issues; allocating appropriate resources; and ensuring that technical support services are completed on schedule and at the highest levels of quality. Assists staff in the delivery of technical services as necessary and appropriate.
3	S	Manages the ITS Help Desk. Responsible for timely prioritization and assignment of customer requests to the appropriate ITS personnel and completion of those requests assigned to Technical Services staff within the established guidelines (i.e. target resolution times per the designated priority).
4	S	Administers the Technical Services Division budget and assists in the preparation of the ITS operating and project budgets; forecasts additional funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; and implements mid-year adjustments.
5	S	Approves the acquisition of computer hardware and software to ensure items are in compliance with standards and strategies using written documentation and oral communication. Responsible for adhering to legal licensing requirements.

	Physical Strength Code	ESSENTIAL FUNCTIONS
6	S	Works with Project Manager to plan projects by researching, evaluating, and implementing new technologies, and by assisting Department Director by providing formal recommendations for changes in technology or management practices, creating and monitoring fiscal resources as related to specific projects, aiding in operational and strategic planning, and representing department in planning of renovations or new facilities.
7	S	Plans and manages assigned projects to ensure they are completed on time, within budget, and within scope using the City's established project management standards, guidelines, and other available tools. Manages and directs the work of contractors and vendors.
8	S	Selects, trains, motivates, and evaluates personnel; establishes and monitors employee performance objectives; prepare and presents employee performance reviews; provides or coordinates staff training and education; works with employees to correct deficiencies and fully develop strengths; and coaches, mentors, and implements discipline as necessary.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License. Ability to meet the criminal background regulations mandated by the FBI CJIS Security Policy.
Reading	Work requires the ability to read technical manuals, installation instructions, and troubleshooting documents.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, and evaluate statistical information.
Writing	Work requires the ability to write memos, instruction documents, spreadsheets, forms, and troubleshooting documents.
Managerial	Complex - Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Policy / Decision Making	Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs.
Budget Responsibility	Substantial - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management
Technical Skills	Comprehensive Application - Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs, solutions for highly complex issues, and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Interpersonal / Human Relations Skills	Moderate - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Making presentations ☒ Observing work site ☒ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☒ Calibrating equipment
Walking	☐ N ☐ R ☒ O ☐ F ☐ C	☒ To other departments/offices ☒ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ File drawers ☐ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Stairs ☒ Ladders ☒ Step stools ☐ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☒ Observing work site
Foot Controls	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ On ladders ☐ On equipment ☒ On step stools
Bending	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☒ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Communicating via telephone/radio, to co-workers/public ☒ Listening to equipment
Twisting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ From computer to telephone ☒ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public
Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Desk phone, cell phone, vehicle, copier, fax machine.

Computer Equipment and Software:

PC's, printers, peripherals, servers, diagnostic and monitoring equipment and software, e-mail and office software.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☐	☒	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☐	☒	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☐	☒	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☐	☒	☐	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☐	☒	☐	☐	☐
Chemical hazards	☐	☒	☐	☐	☐
Electrical hazards	☐	☐	☒	☐	☐
Fire hazards	☐	☒	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable diseases	☐	☒	☐	☐	☐
Physical danger or abuse	☒	☐	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

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Protective Equipment Required:

Occasionally – hard hat, safety glasses and safety vest.

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☒ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☒	☐	☐	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☒	☐	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☒	☐	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk – be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees – provide positive feedback
- Be visionary – anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.