

ARAPAHOE COUNTY POSITION DESCRIPTION

TITLE: Customer Support Supervisor

GRADE: M03

DEPT: Information Technology

DIVISION: Technical Services

JOB CODE: MSPS03

FLSA STATUS: Exempt

DATE: 08/08/2006

GENERAL STATEMENT OF DUTIES

The primary functions of this position are to supervise the Customer Support Group, which includes IT Service Desk, Desktop support, and IT asset administration. Coordinate and directs overall personnel and activities. Evaluate technologies and provides both tactical and strategic direction for customer and desktop support (1st and 2nd tier support), this support typically includes establishing and implementing procedures and standards for desktop platform, optimum performance and recoverability of these services, problem, change and desktop asset management. Position serves as a focal point for communication and information exchange between end user departments and various Information Technology functional areas.

SUPERVISION RECEIVED

Works under the broad direction of an Information Technology Manager, who defines general goals. Work assignments are in the form of areas of responsibility, and are typically only generally defined. Much of the direction will be determined by technology and service needs of ACG departments.

SUPERVISION EXERCISED

Has administrative responsibility and directs the activities of 7-10 staff members, including contracted personnel whose activities must be directed.

DISTINGUISHING FEATURES

This is a highly responsible and visible position in a competitive industry. It requires a combination of exceptional interpersonal and communications skills, organization and a variety of technical understanding and abilities. It is distinguished from the IT Manager positions by scope and lack of final accountability for budgetary and administrative functions of the position.

EXAMPLES OF DUTIES

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

- Coordinates and directs overall personnel and activities to implement and maintain a 'call center' and desktop platform
- Manage 'call center' providing first level customer support for all Information Technology functions, recording, tracking and providing for resolutions to callers' problems and service requests
- Evaluates technologies and provides both tactical and strategic direction for call center and desktop platforms
- Assist in establishment and implementation of policies, procedures and standards for security, optimum performance and recoverability of these services
- Provide desktop (hardware and software) asset management and inventory functions as well as vendor repairs
- Provide administrative support for assigned personnel, as well as mentoring, career development support and teambuilding to maximize productivity and foster positive employee relationships both internal and external to the department
- Direct daily activities of assigned contract personnel
- Serve as a focal point for communication between end users and IT areas
- Maintain responsibility for service measurements and reporting
- Continue personal development and education to remain informed of current industry development and technologies

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

- Leadership and team building skills to direct the activities of individuals and/or groups toward the accomplishment of goals
- Technical knowledge and understanding of all IT functions, technologies, supplies and services (including but not necessarily limited to mainframe, network, desktop and telecommunications).
- Exceptional interpersonal skills, especially for dealing with high stress and emotional situations are essential, as are good telephone skills. Also critical are excellent oral and written communication skills, including the ability to communicate between both technical and non-technical audiences.

- Good project management skills
- Long term planning and fiscal/budgetary skills
- Organizational skills and attention to detail are also necessary.

NECESSARY SPECIAL REQUIREMENTS

A valid Colorado driver's license and fingerprinting must be on file. Pre-employment testing includes an acceptable current motor vehicle report, background check, and polygraph exam.

EDUCATION AND EXPERIENCE

Bachelor degree in Computer Science, Business or related field, or commensurate industry training and job experience is required.

A minimum of two (2) years progressively responsible advancement in this or another closely related field, or any equivalent combination of education or experience that satisfies the job requirements is necessary.

COMPLEXITY/RESPONSIBILITY

This position is fully responsible for the management of all problem and change requests for any IT related service. Complexity lies in the broad scope of technical services that are involved, the organizational and scheduling challenges and the extremely stressful nature of this functional area. This is a key position for customer relationship management with the Information Technology department.

SCOPE OF INTERPERSONAL CONTACTS

This position requires extensive customer contact, including Elected Officials, Department Heads and other department management and staff. Position must also interact effectively with all Information Technology staff and management, as well as contractors and vendors, especially for equipment maintenance.

WORK ENVIRONMENT

Work is generally performed in a standard office call center environment, but may entail site visits to end users' workstations and/or the coordination of equipment deliveries or installations at other office or warehouse type locations.

PHYSICAL DEMANDS

- Daily, consistent use of computer (keyboarding and mouse) and office telephony equipment is a requirement of this position.
- While this position commonly entails 75-90% sitting and the remaining time standing or walking, the following physical demands could be associated with this position:
 - lifting or carrying up to 50 pounds (i.e. a PC or desktop printer)
 - pushing or pulling up to 100 pounds (i.e. on a cart or pallet)
 - stooping, kneeling, crouching, climbing or reaching (i.e. for cabling).

Occasionally: Activity exists less than 1/3 of the time.

Frequently: Activity exists between 1/3 and 2/3 of the time.

Constantly: Activity exists more than 2/3 of the time.