TECHNOLOGY SUPPORT SUPERVISOR

NATURE OF WORK

This is highly responsible technical and supervisory work leading teams in the delivery and support of strategic customer systems, technology, and solutions to support the City and County technology infrastructure.

Work collaboratively to drive the development and delivery of digital capabilities that are aligned with the vision of delivering superior customer service and experience. This position leads the effort to drive the development of digital strategies and technology roadmaps from assessment to architecture design through implementation and adoption, including the management of change. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. This classification is designed for departments utilizing robust and varied technologies. General supervision is received from the Technical Support/Operations Coordinator or an administrative superior.

EXAMPLES OF WORK PERFORMED

Develops and enhances overall technology and digital strategy for customer systems and technology solutions; acts as a thought-leader, driving digital innovation and influencing strategic technology direction.

Designs, coordinates and supervises the installation, upgrading and monitoring of computer hardware and software; assists customers in planning for the acquisition and use of computer system components.

Collaborates with executive level stakeholders and strategic partners to build a 'one team' delivery model with a focus on agility, collaboration, and high performance.

Facilitates alignment of technology and digital initiatives and strategies with broader business priorities and opportunities through engagement and collaboration.

Reviews and monitors computer system components and training to ensure maximum performance; evaluates and recommends hardware configurations and improvements; prepares cost estimates for proposed computer hardware and software.

Empowers employees in a productive, accountable environment where each team member is expected to learn and continually grow.

Acts as a liaison and develops effective partnerships between customers and Information Services Division or other technology support divisions; investigates problems to determine general nature and area of responsibility; keeps customers informed as to problem status; tracks the problem through final resolution.

Promotes open communication and best practice sharing with Information Services and it's customer's to drive the development and delivery of innovative solutions.

Installs or assists in the installation of new computer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs or coordinates repairs with third party vendors.

Analyzes, reviews, develops and supervises security solutions for complex systems; integrates security solutions across varying platforms and systems.

Creates a supportive work climate that enables team members to develop professionally; values diversity, promotes teamwork, and emphasizes quality, customer satisfaction, and cost effectiveness.

Designs, develops, integrates and supervises enterprise network solutions including switches, routers, access points, controllers, desktops, servers, tablets, laptops, phones, audio conferencing, video conferencing, instant messaging, email and file sharing.

Coordinates, schedules and directs technology support including service/help desk operations, procurement of technology, asset and inventory management, systems and backup operations, systems and backup administration, report distribution and administration and other operation duties for Information Services Division or other technology support divisions.

Writes operational documentation and recommends revision to operating procedures and policies.

Assists in the preparation of budgets for hardware, software, maintenance, forms, supplies and other operating costs.

Updates and maintains disaster recovery documentation; revises disaster recovery hardware configuration listings.

Supervises subordinate technical personnel; assigns, directs, coordinates and evaluates work.

Coordinates the maintenance of records of hardware and software projects; prepares reports and bid specifications.

Advances work knowledge by participating in continuing education and seeking ongoing development opportunities.

Maintains regular and reliable attendance.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of the functions and capabilities of computer hardware.

Thorough knowledge of software installation and maintenance.

Thorough knowledge of computer capabilities and associated networking components.

Thorough knowledge of Ethernet networks.

Thorough knowledge of x86, x64 and compatible computer hardware and components.

Knowledge of the principles of management and organization.

Knowledge of organizational and administrative policies and procedures.

Ability to assign, coordinate, supervise and evaluate the work of subordinate technical staff.

Ability to motivate employees, drive innovation and lead change initiatives while maintaining employee engagement.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, subordinates, and customers.

DESIRABLE QUALIFICATIONS

Possession of Microsoft Certifications including, but not limited to Microsoft 365 Certified Fundamentals, Modern Desktop Administrator Associate, and Security Administrator Associate: Microsoft Certified Azure Fundamentals, Azure Developer Associate, Power Platform Fundamentals or Security, Compliance, and Identity Fundamentals, or equivalent.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, business administration, or related field and four (4) years of experience in the use and development of computer systems plus supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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