

CSC Adopted: January 2006, CSC Revised: August, 2014

Class Title: Services and Support Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Oversees 24/7 help desk support and the deployment of a team of professional technicians and specialists to resolve the myriad of customer problem calls and service requests. Manages all the replacement and upgrade projects for all personal computing devices (PC) from handhelds to desktops and all related components and software (wired and/or wireless). Responsible for enterprise-wide PC management, monitoring, and reporting, including policy development and administration, documentation of procedures, software licensing, inventory management, interface issues, scripting, and quality control for all customer supported applications and devices. Works at the direction of the Manager of the Bureau of Services and Support.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Provides oversight of computer support by knowing the business functions of the Information Technology Department's (IT) customers (City departments, bureaus and divisions, project teams, and supported agencies and programs) and understanding each individual customer's business and services delivery needs and how they use the City's suite of office automation tools, applications, and personal computers to perform their jobs.
2	L	Provides 24/7 help desk support and the deployment of a team of professional technicians and specialist to resolve the myriad of customer problem calls and service requests.
3	L	Manages all the replacement and upgrade projects for all personal computing devices (PC) from handhelds to desktops and all related components and software (wired and/or wireless).
4	L	Oversees enterprise-wide PC management, monitoring, and reporting, which includes policy development and administration, documentation of procedures, licensing, inventory management, interface issues, scripting, and quality control for all customer supported applications and devices.
5	L	Ensures Services and Support staff gains and maintains in-depth knowledge and understanding of customer's business needs and assists them to deliver world class customer support.
6	L	Serves as liaisons with, and champions for, individual customer needs, and has "hands-on" responsibility to educate customers on the best practices for using their applications and devices to continuously improve the delivery of their services.
7	L	Develops goals and objectives, establishes policies and procedures, and implements processes that support the bureau's and organization's mission and improve IT organizational effectiveness and service delivery.

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8	L	Works with counterparts (the City’s other technology experts) to stay current on available and emerging technologies that may be applied to IT customers’ business needs to better deliver services. Provides customer feedback to IT technologists and leadership and coordinates with internal IT resources across technical silos, projects, and bureaus.
9	L	Develops technology standards. Meets with customers to discuss technology needs, evaluate new technology, prepare related request proposals, and assist with the acquisition of desired technology solutions.
10	M	Educates customers on the City’s technology standards, policies, available services, capacities, and boundaries. Communicates with customers and community organizations by making presentations, hosting claritive meetings and training sessions, preparing reports, developing curricula, and providing other forms of written, oral, and multi-media communication.
11	L	Supports the IT Department staff and assists them with research and development.
12	L	Maintains knowledge of the City’s technology standards, policies, available services, capacities, and boundaries and is able to effectively communicate the same to IT staff and customers. Develops, recommends, implements, enforces, and seeks to continuously improve Citywide technology policies, procedures, definitions, and standards to enhance the deliver and security of City services.
13	L	Provides staff to deliver, deploy, setup, and operate any and all technical equipment (including Audio/Visual) for meetings, presentations, demonstrations, and exhibits.

CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a business, professional, or technical field. A Bachelor's degree in a related field or equivalent related experience is required.
Experience	Three years public or private progressively responsible supervisory experience is required. Working with a team of vastly diverse technical skills, experience, and responsibilities. Personal technical expertise and project manager skills are a plus. Experience in providing direct customer service and support is required.
Certifications and Other Requirements	Valid State of Virginia Driver's License. A+ certification required. Stephen Covey's Seven Habits of Highly Effective People certification desirable.
Reading/Writing	Superior ability to read, write, and comprehend technical studies, publications, contracts, requests for proposals, legal documents, white papers, business cases, and analyses. Must demonstrate proficiency in the preparation and documentation of policies, procedures, scripts, setups, and systems.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division, algebra, and statistics. Experience with business and statistical analysis is a plus.
Presentation/ Communication	This person must be a talented communicator, an empathic listener, and an advocate for customers. Ability to retain knowledge of numerous applications, processes, and resources and to articulate the business benefits derived therein. Possess communications and presentation skills.
Managerial	Managerial responsibilities include the ability to manage processes, change, projects, and personnel. Manage outsourced service providers and contractors.
Budget Responsibility	Researches for documents, compiles data for computer entry, and/or enters or oversees data entry and has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than bureau size.
Supervisory / Organizational Control	Supervise and monitor work performance and direct subordinate personnel. Provide input on hiring and disciplinary actions. Supports staff by training employees, evaluating program/work objectives and effectiveness, teambuilding, and realigning work and assignments. Work with diverse range of personnel: full time, part-time, temporary, contractors, vendors, interns, and volunteers. Handle vast array of challenging assignments both technical and non-technical. Deploy the most effective resources for the job being handled.
Complexity	Work is widely varied and involves analyzing and evaluating many complex and significant variables. Customer specific and citywide policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Team builder, teacher, trainer, and ombudsman describe talents this person possesses. Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Vendors and suppliers may also be called upon for information on purchases, supplies, or products. Meetings and discussions may be conducted with customers, vendors, and sales

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representatives.	
Testing / Background Check	Applicant recommended for hire must successfully pass a drug test and criminal background check to be considered for this position.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
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S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.
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PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Consulting with employees and customers, supervision of staff, office equipment
Sitting	C	Computer, desk work, meetings, installing computer equipment, driving
Walking	F	Inter-office, to/from meetings, to/from office equipment
Lifting	O	Computer equipment, tools, cables
Carrying	O	Computer equipment, tools, cables
Pushing/Pulling	O	Office furniture, desk drawers
Reaching	O	Computer equipment, tools, cables
Handling	O	Computer equipment, tools, cables
Fine Dexterity	C	Computer keyboard, telephone keypad, installing computer components
Kneeling	O	Installing computer equipment, checking cables
Crouching	O	Installing computer equipment, checking cables
Crawling	O	Installing computer equipment, checking cables
Bending	O	Installing computer equipment, checking cables
Twisting	O	Installing computer equipment, checking cables
Climbing	R	Ladders
Balancing	R	Ladders
Vision	C	Computer, desk work, reading, driving
Hearing	C	Staff, supervisor, customers, telephone, meetings
Talking	F	Staff, supervisor, customers, telephone, meetings
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Radio, telephone, fax machine, copy machine, pager, cellular phone, tools, computer and related software

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	M
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	C
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)