

Classification Title: Information Services Customer Service Supervisor

FLSA Status: Exempt

BRIEF DESCRIPTION Supervises the activities, projects, and staff related to the delivery of desktop and help desk support services to the organization as well as the acquisition and inventorying of computer hardware and software. Coordinates workloads and assignments for the IT Technicians and acts as a technical advisor in all customer support services activities. Troubleshoots problems and directs the implementation and completion of special projects in the area of customer support services.

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.

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

#	Code	Essential Functions
1	S	Manages staff of the assigned work unit, identifies priorities, roles and responsibilities, develops schedules and work plans and monitors performance.
2	L	Provides technical expertise or troubleshoots issues which may include configuration and installation of PC's, laptops, PDA's, printers and related hardware; acquisition, re-provisioning, and inventorying of computer hardware and software as well as Help Desk user support. Researches and recommends technology options to meet specific needs. Provides input into the department's business and strategic plans.
3	S	Develops and manages vendor contracts for assigned work unit and works with vendors in researching and recommending new products, and troubleshooting software and hardware problems or questions.
4	S	Serves on committees/project teams identifying current problems, new technology or acting as liaison to county departments. Establishes and maintains good working relationships with vendors, internal customers, and colleagues.
5	S	Manages projects and staff resources for major initiatives, serves as technical lead or subject matter expert on projects, system upgrades and enhancements.

CLASSIFICATION REQUIREMENTS:

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Education	Associate’s Degree in Computer Science or related field.
Experience	Four years experience in information systems support
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Valid driver’s license.
Reading	Advanced
Math	Intermediate
Writing	Intermediate
Managerial	Receives Limited Direction.
Budget Responsibility	Researches documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

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

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Fax machines, projector, computers, printers and related hardware

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.