

Class Concept

Responsible for the day-to-day operations and supervision of a team of user support staff that provide first and second level support to users of a variety of information technology and communications systems. Oversees, directs and evaluates work flow to ensure timely response and resolutions of problems. Coordinates work activities to achieve the volume expected to meet operational requirements. Distinguished from User Support Manager I by the level and complexity of support provided by the team.

Recruitment Standards

Knowledge, Skills, and Abilities

- Knowledge of enterprise capabilities through acquisition and application of new technologies.
- Ability to define business strategies and contributes to the enterprise vision.
- Ability to direct higher-level planning, organizing and staffing. May coordinate plans directly or through subordinates.
- Ability to evaluate and modify department services to provide enhanced quality.
- Ability to ensure continuity in execution of assigned mission.
- Ability to manage large scale or multiple projects.
- Ability to establish and maintain work relationships and seek feedback from customers and service recipients to improve quality and design ways to exceed expectations.
- Ability to establish proactive relationships with customers.
- Ability to plan and implement based on organizational forecast.
- Ability to coach, evaluate and review performance and manage a total skillset of employees in the unit.

Minimum Education and Experience

Bachelor's degree in computer science, computer engineering, math, or engineering, or related technical degree from an appropriately accredited institution and five years of progressive experience in the information technology field including at least two years of experience in technology support related work; or

Bachelor's degree from an appropriately accredited institution and six years of experience in the information technology field including at least two years of experience in the technology support related to work; or

Associate's degree in computer information technology, computer technology, computer information systems, integration, networking technology, or related area and six year of progressive experience in the information technology field including at least two years of experience in the area of technology support related work; or an equivalent combination of education and experience.