

**CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) SUPPORT SUPERVISOR**

DEFINITION: Under direction of IT management the IT Support Supervisor is responsible for supervising support professionals and interns and managing one or more outsourcing contracts for selected IT services. Major responsibilities include training subordinate personnel, monitoring all incident and problem work in the service desk support tool, running monthly metric reports, and ensuring that Service Level Agreements are met. This position also has responsibility for all telecommunications issues.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Supervise the Service Desk function and support the organizational operations as directed by the IT Manager and IT Director.
- Assist in managing and enforcing Service Level Agreements and Professional Services Agreements for outsourced services.
- As process owner for ITIL Incident Management, drive the efficiency and effectiveness of the Incident Management process, monitor the effectiveness of Incident Management and make recommendations for improvement, and perform other Incident Management responsibilities.
- Monitor all incident and problem work to ensure Service Level Agreements are met.
- Troubleshoot telecommunications issues including phone lines, T1 circuits and phone/PBX equipment; escalate issues to telecommunications support vendor.
- Monitor and supervise work done by vendors and/or contractors under the telecommunications outsourcing contract.
- Provide support assistance as needed in the processing and tracking of vendor support agreements and billing.
- Produce reports and analyze metrics for trends and problem areas and recommend mitigation to senior management.
- Train and supervise Service Desk staff, individually and in groups.
- Assist in the selection of staff, conduct performance reviews, and terminate employees.
- Provide tier 2 support services to users for incidents and service requests coming into the Service Desk.
- Coordinate equipment and software repairs with vendors as needed.
- Help maintain accurate inventories and assist in ordering equipment as directed.
- Work positively and constructively with users in a highly technical and demanding environment.
- Assist in evaluating new technology/processes in relation to lowering costs or improving services.
- Maintain a cooperative working relationship with the public, users, vendors, and supervisors.
- Keep current on trends and innovations in Technology.
- Communicate clearly and concisely, both verbally and in writing.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires

prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff and vendors.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The incumbent must have knowledge and background in the following:

- Supervision and leadership, with the ability to delegate tasks as necessary.
- Excellent oral and written communications skills and the ability to give presentations.
- Business operations including accounting processes.
- Service (Help) Desk operations.
- IT Service Management (ITSM) and IT Infrastructure Library (ITIL).
- Windows-based workstations and related peripherals.
- Microsoft networking environments.
- Wireless devices including PDAs and Cell Phones.
- Application software such as Microsoft Office, Microsoft Project, Acrobat, and Visio.
- Cisco and Nortel networking equipment.

EXPERIENCE/EDUCATION: A minimum of four years working experience in Information Technology, preferably in a Service Desk environment **OR** a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field and a minimum of two years applicable experience. Experience supervising groups of two or more people; solid technical, problem solving, interpersonal, and organizational skills; experience with Nortel Option 61/CS1000.

LICENSES AND/OR CERTIFICATIONS: ITIL Foundations and HDI Service Desk Manager certifications a plus. Experience may be substituted for certification at the discretion of the Department Director. Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.