



IT Support Services Supervisor

Class Code:
00120

Bargaining Unit: None

CITY OF CHATTANOOGA
Established Date: Jun 29, 2007
Revision Date: May 4, 2012

SALARY RANGE

\$1,882.38 - \$2,962.73 Biweekly
\$48,942.00 - \$77,031.00 Annually

SUMMARY:

Incumbents in this classification are responsible for supervising the City's Technical Assistance Center team which provides multi-level technical support services for the City's information systems, including personal computers, network servers and user support. Responsible for recommendation, configuration, installation, testing and troubleshooting of PCs and software as well as supporting smartphone functions of the City's cell phones. Monitors City-wide help desk and assigns work as appropriate to all divisions within Information Services.

SERIES LEVEL:

The IT Support Services Supervisor is the third level of a four level information technology support series.

EXAMPLES OF DUTIES:

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises technical support staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Supervises the day-to-day activities of the Technical Assistance Center which includes planning, coordinating, administering and evaluating projects, processes, procedures, systems, standards and/or service offerings; ensuring compliance with Federal, State and Local laws, regulations, codes and/or standards and coordinating work activities.

Monitors help desk service requests and ensures the satisfactory completion of requests.

Creates, documents and revises procedures and reference materials related to daily operations and technical support troubleshooting.

Participates in preparing and administering division budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Participates in/on a variety of meetings, committees, user groups and/or other related groups in order to receive and/or convey information.

Coordinates activities with external vendors for quotes, warranty work and/or other related service issues.

Uses, carries and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Vocational/Technical training in Computer Science or a related area and two years previous experience in information technology; supplemented by at least three years' experience in software support and PC hardware support, along with at least two years' experience supervising subordinate employees.

LICENSING AND CERTIFICATIONS:

Valid Tennessee Driver's License;
CompTIA A+ Certification.

SUPPLEMENTAL INFORMATION:

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; personal computer hardware and software; applicable operating systems; networking principles; network design and operation principles and concepts; technology security models; basic computer networking principles; telecommunications equipment and customer service principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; using a computer and related software applications; configuring, installing, testing and troubleshooting of applicable PCs, software and cell phones; creating and updating reference materials; developing and administering budgets and communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.