CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Technical Services Manager** **E-Team SG:E2-11**

DEPARTMENT: **Information Technology Services** **CS:N FLSA:N EEO4CODE:TE**

JOB SUMMARY:

Manages the Technical Services Division of the Information Technology Services Department; as well as system management responsibility for enterprise services and systems. Technical Support Division services involve help desk, computer provisioning, equipment deployment and management and client software testing and management in support of department operations citywide. Enterprise services include primary responsibility for Active Directory and e-mail administration including integration with internal and cloud-based systems. Responsible for license management, software testing, software deployment, configuration standards, documentation, and security oversight for end user and assigned enterprise systems. Prepares complex budget recommendations and serves as purchaser, licensing expert and record-keeper for end user assets and software.

Researches technology solutions; makes budget recommendations related to City-wide technology delivery. Incumbent also provides direct customer support including troubleshooting, diagnosing and resolving problems with client systems and with enterprise systems. Provides technical lead services on major projects, either directly or by supervising assigned staff. Assists the Director in developing and maintaining programs to ensure City compliance with internal policies, security best practices, and regulatory standards, such as the Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry (PCI), Criminal Justice Information Systems (CJIS).

SUPERVISORY RELATIONSHIP:

Reports to Information Technology Services Director. Work is performed under general guidance and direction according to City and Department policies and procedures as well as technical standards and best practices. Supervises technical services division staff. Provides oversight and assistance to systems and technical staff in other departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Directs, coordinates, and reviews work for the Technical Services Division, which provides frontline technical support and services to City departments, including operation of a Service Desk. Coordinates communications and project work with staff in all departments and at all levels of the organization. Ensures technical staff support and configuration documentation is maintained. Administers and monitors help desk system and operation.

2. Provides a leading role in research, development, planning, implementation, and communications related to enterprise management and client systems. Chairs technology resource team meetings and provides technical documentation related to technical standards.

Develops, effectively recommends, and coordinates budget estimates related to technical projects; oversees budgets during project implementation.

3. Provides systems management, security management, and primary administrative responsibility for core enterprise technology and configuration including Active Directory and Azure Active Directory, Exchange Online e-mail, Group Policy, and System Center Configuration Manager (SCCM). Utilizes a wide variety of technical tools and development tools to ensure accurate directory synchronization, ensure proper mail flows/operations, and to comply with security and standards requirements.

4. Responsible for budget preparation and monitoring, license management, and fixed asset management for the following programs: computer infrastructure inventory and replacement, Microsoft products purchased and installed citywide, and for other client-installed products. Primary purchaser of computer equipment and accessories for the City.

5. Assesses information system needs of the City in cooperation with Information Technology Director and other I.T. Managers to meet the needs of City departments. Collaborates extensively with Network Operations and Applications staff. Provides technical advice, technical leadership, and recommendations related to technology for personnel City-wide; resolves problems through internal resources or through communication with vendor technical support staff.

6. Communicates with City staff at all levels of the organization to improve employee awareness of key technology issues, improve technology-related budget planning, ensure adherence to security and compliance standards, and increase customer satisfaction.

7. Effectively hires, supervises, counsels, trains, and evaluates assigned staff by reviewing work and providing work direction and guidance to assigned staff; conducts performance evaluations; initiates and implements disciplinary action as appropriate; provides project and technical leadership; communicates issues, objectives, status and makes recommendations to the Director.

8. Performs direct support, training, and/or problem resolution for end-user clients at all levels within the organization, and supporting a wide variety of enterprise services and systems, and desktop and mobile client solutions.

9. Develops and implements hardware, software and equipment standards and procedures. Develops and recommends policies and makes recommendations for computer security, desktop software, and operating system standards, and other technical systems related to the day-to-day operation of the City's networks, computers, or phones.

10. Maintains current knowledge of trends and developments in the information technology field. Researches and evaluates the use of new applications/technology/standards and equipment. Assists the Information Technology Services Director in planning for future acquisitions and upgrades to systems, equipment and software.

ADDITIONAL WORK PERFORMED:

1. Serves as backup to line staff and to the Information Technology Services Director to ensure the continuity of all services and support across systems and applications. Provides training and technical documentation to Network Operations staff regarding enterprise system issues, integration, and management.

2. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

TECHNICAL

Knowledge of:
- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical support services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies including Windows Server, Active Directory, Systems Center, Azure, Office 365, PowerShell, and Group Policy.
- Comprehensive and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including VPNs; industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Considerable knowledge of information systems architecture; ability to optimize information access and integrity of systems

Ability to:
- Strong ability to use wide variety of rapidly evolving system development and scripting tools including the ability to leverage vendor APIs; special emphasis is placed on knowledge and use of .NET family of languages (C#, XSL, PowerShell), WMI, VBS, T-SQL, Graph APIs.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed
- Maintain technology skills and knowledge in a rapidly-changing environment; including complexity generated by increased compliance and security requirements, and including ability to proactively monitor Microsoft cloud-based and on-premises enterprise architecture, products, and services

MANAGEMENT/SUPERVISORY

Knowledge of:
- Strong knowledge of the principles and practices of leading, supervising, and training teams.
- Strong knowledge of project management including budget development and monitoring.
- City and department policies and procedures including work processes and labor contract provisions for the workgroup.

Skills in:
- Strong leadership qualities such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.

Ability to:
- Expert ability to interpret and manage software licensing documents, related budgets, systems usage, and asset tracking
- Strong ability to manage project budgets and staff resources
- Motivate and encourage staff, build teamwork, and foster a results oriented environment.

COMMUNICATIONS

Skills in:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees, and the general public.

OTHER

Ability to:

- Establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Work on several projects concurrently along with excellent organization, time management, problem solving, technical troubleshooting, and planning skills.
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - Ability to lift and carry up to 25 pounds;
  - Ability to exchange verbal information in person and by telephone;
  - Near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software;
  - Ability to sit or stand for long periods of time.

WORKING ENVIRONMENT:

The work is generally performed in an office environment with frequent visits to customer worksites. Works extensively at a computer work station. Works with a variety of hand tools and computer diagnostic equipment to identify, repair and solve problems.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Six years of progressively responsible experience supporting, implementing, and providing direct technical services in a complex network environment.
- Two years of supervisory experience overseeing technical services in a complex enterprise setting
- Two years of experience administering three or more of the following in a complex network environment: Active Directory, MS Exchange, Systems Center Configuration Manger, Windows Deployment Services
- Two years of experience developing integrations with Active Directory strongly preferred
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, local background check and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must provide a three-year driving abstract prior to hire.

PREPARED BY: L. Hill
M. Mulholland
6/05

REVIEWED BY: _____
Marty Mulholland
ITSD Director

REVISED BY: D. Smith
M. Mulholland
A. Sullivan
7/15