CITY OF BELLINGHAM

JOB TITLE: **Technical Services Operations Supervisor** **UNION: 231**
SG: 7
DEPARTMENT: **Information Technology Services** **CS:N**
FLSA:N
EEO4/SOC:TE/15-1244

JOB SUMMARY:

Supervises the Technical Services Operations Group within the Technical Services Division of ITSD responsible for systems implementation, administration and management of core enterprise services and applications. Responsibilities include the management of the City's Microsoft Active Directory, Azure Cloud Services (including Microsoft 365), Public Library network server and application infrastructure, mobile devices (e.g., smartphones/tablets), as well as technical knowledge management and training.

Directly supervises system administrators, analysts, coordinators, and specialists responsible for the delivery of technology services. Implements configuration standards, ensures service continuity, applies and audits security policies. Creates enterprise system documentation, prepares budget recommendations, and serves as purchaser, licensing expert and record-keeper for end user assets and software.

SUPERVISORY RELATIONSHIP:

Reports to the Information Technology Technical Services Manager. Works under general supervision and the guidance of applicable federal, state and local statutes, regulations, policies, procedures and contractual agreements. Work is periodically reviewed to verify compliance with policies, procedures, and standards. May take work direction from Information Technology Services Director and other senior staff. May provide technical guidance and day-to-day direction to lower- level staff, volunteers, interns and work study students. Supervises assigned technical services staff and provides assistance to systems and technical staff in other departments.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Directs, coordinates and reviews work for the Technical Services Operations Group, which provides enterprise-level technical system implementation and administration. 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 corrective action as appropriate; provides project and technical leadership, and communicates issues, objectives, status and makes recommendations to the Director.

2. 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 Microsoft Endpoint Configuration Manager. 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. 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. Ensures documentation and training resources are maintained and kept up-to-date.

3. Assesses information system needs of the City and researches solutions under the direction of the Technical Services Manager and Information Technology Director to meet the needs of City departments. Collaborates extensively with Service Desk, 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. Provides direct customer support including troubleshooting, diagnosing and resolving problems with client and enterprise systems.

4. Provides a leading role in research, development, planning, implementation, and communications related to enterprise management and client systems. Provides technical lead services on major projects, either directly or by supervising assigned staff and technical documentation related to technical standards. Develops, recommends, and coordinates budget estimates related to technical projects and oversees budgets during project implementation.

5. Assists the Technical Services Manager with the implementation of hardware, software and equipment standards and procedures. Recommends policies for enterprise services, cybersecurity, client software, operating system standards, and other technical systems related to the day-to-day operation of the City's networks, computers, or phones. 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 asset manager of desktop/mobile computer equipment and accessories for the City.

6. Assists the Director and Technical Services Manager 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).

7. 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 Technical Services Manager and Information Technology Services Director in planning for future acquisitions and upgrades to systems, equipment and software.

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.

ADDITIONAL WORK PERFORMED:

1. Serves as backup to the Technical Services Manager and line staff to ensure the continuity of all services and support functions 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 current knowledge of principles and procedures related to providing technical support services in a customer-oriented environment.
- Comprehensive and current knowledge of and skill in utilizing Microsoft technologies including Windows Server, Active Directory, Systems Center, Azure, Microsoft 365, PowerShell, and Group Policy.
- Comprehensive and current knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); 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 a wide variety of rapidly evolving system development and scripting tools including the ability to leverage vendor Application Program Interfaces (APIs); special emphasis is placed on knowledge and use of NET family of languages (C#, XSL, PowerShell), WMI, VBS, T-SQL, and 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.

Skill in:
- Strong leadership skills 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:

Skill 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.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job including:
    - Operate a computer keyboard;
    - Move and transport up to 25 pounds;
    - Communicate and exchange information in person or by devices
    - Detect, diagnose and resolve technical problems with computer displays and proper operation of computers and software;
- Detect and evaluate sound quality and distinguish tones

WORKING ENVIRONMENT:

The work performed is primarily in an office setting at a computer workstation with long periods of sitting or standing. The work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Frequent visits to customer worksites required. Work requires providing on-call support at all hours including evenings and weekends. Some travel to professional meetings is expected.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Five (5) 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 an enterprise setting or performance as a lead for relevant workgroups and or projects. Public sector experience 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.

PLUS

- Two years of experience administering three or more of the following in a complex Microsoft-based network environment: Active Directory, Azure, Configuration Manager (or Intune), Exchange. Two years of experience developing integrations with Active Directory via PowerShell strongly preferred

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing criminal convictions check, background Investigation 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.
- Willingness and ability to work extra hours or change hours as needed and to respond to evening and weekend callouts for emergencies or when special circumstances require.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.

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07/23
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07/23

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