

SNOHOMISH COUNTY JOB DESCRIPTION

CLIENT SERVICES SUPERVISOR - DEPARTMENT OF INFORMATION TECHNOLOGY

Spec No. 6035

BASIC FUNCTION

To plan, organize, supervise and coordinate all client support services, computer operations, production support, and Service Desk support functions such as Tier 1 and 2 client problem resolution activities and escalations, including but not limited to PC hardware, PC peripherals, PC operating systems and applications software, PC/database integration, networked/non-networked printers/copiers, audio visual systems, and remote wireless device services.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Supervises Service Desk functions and facilitates continuous process improvement based on current ITIL best practices.
2. Ensures adequate computer services and technical skills are available for all production server systems, networks, client PC systems, production PC applications and systems testing; oversees centralized systems and network administrative functions; coordinates routine add, move and change projects with other DoIT groups and clients.
3. Provides supervision and assistance to Service Desk staff, centralized server and network monitoring/administration, Tier I support services and Tier II technical support and administration on all assigned projects and systems; reviews employee work for completeness, timeliness and accuracy; completes regular employee performance evaluations of assigned staff; administers progressive discipline as required.
4. Supervises the management and administration of the departmental ITSM system ensuring adequate regular reporting is performed on critical service management metrics.
5. Audits all IT assets in accordance with state auditor's guidelines; reviews reports and error logs of centralized systems and networks to monitor performance, accuracy, reliability, and timeliness of service; delivers accurate hardware and software asset tracking information as required of management-identified IT assets to both Clients and DoIT administration for rate model and budget development.
6. Plans, coordinates and prioritizes Service Desk activities, PC hardware repair, PC Technology Replacements as well as all on-site Tier II application and database technical support for client problem resolution and escalation in alignment with ITIL best practices.
7. Coordinates and monitors escalation resolution processes with associated technical groups, vendors, and clients as required.
8. Plans physical changes and moves with regard to data center facilities; monitors space allocation, determines environmental and safety requirements, and plans electrical wiring changes necessary for new or upgraded equipment.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

9. Writes justifications and recommendations concerning staffing, training, equipment and security for the data center; assists in preparing bid specifications for new hardware and software; ensures adequate, economic inventory of supplies and materials; audits and approves all invoices for IT support equipment, PC support inventories/supplies, contract maintenance services, and operating supplies.
10. Coordinates with systems and network engineers to provide efficient utilization of resources; reviews operational and support requirements of new systems and hardware/software changes.
11. Schedules and prioritizes data center activity and support staff; discusses requests for non-standard processing with staff; establishes staff schedules to ensure adequate coverage on a 24 hour, seven day schedule.
12. Regularly reviews, modifies, and communicates with DoIT Business Analysts and client departments regarding service level agreements and computer resource capabilities and requirements.
13. Ensures work environment is clean and organized at all times, and all processing, maintenance, and shift turnover procedures are followed.
14. Supports, complies with, contributes to, and encourages staff to adopt management policies and processes.
15. May be asked to provide mission/system support at any time.
16. Formulates a team capable of working cooperatively with customers and other departmental groups.
17. Masters new technologies and remains professionally current in tools, techniques, trends, and standards.
18. Demonstrates, trains, and diagnoses problems with many technical systems such as but not limited to Windows Desktop OS's and Desktop Configuration Management, System Center Configuration Manager (SCCM), Web Servers (Microsoft and others), Office tools, database connectivity, network connectivity, assorted enterprise applications.
19. Operates computer and all peripheral equipment as required; may perform the duties of subordinate personnel as necessary.
20. Performs related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in computer science or data processing or related field; AND, seven (7) years of progressively responsible experience in service desk supervision, data center/network/system operations, PC hardware/software support and deployment services, network/system/server administration, applications implementation and deployment, which includes supervisory experience; OR, any equivalent combination of training and/or experience which provides the required knowledge and abilities. Additional experience may be substituted for the educational requirement on a year for year basis. Must pass job related tests.

Acceptable performance requires strong cooperation with others, successful completion of deliverables by subordinates, creative resolutions to problems, and assisting management develop and promote policies and processes.

SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal background investigation which includes finger printing.

A valid Washington State Driver's License is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- ITIL methodology;
- ITSM systems, reporting criteria, escalation, change and configuration management
- asset management and automated hardware/software discovery tools
- service desk and on-site/off-site support and maintenance practices
- supervisory methods and techniques
- computer operations and administration
- departmental policies and procedures
- principles and practices of data preparation and control, tape library maintenance and documentation maintenance
- various operating system software; network operations, administration, and troubleshooting
- computer center environments and specialty systems
- technical support strategies for Tier I and II support of client environments
- principles of project management, coordination, and supervision
- PC deployment and support methodologies

Ability to:

- effectively supervise, train, coordinate and evaluate the work of subordinate employees

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KNOWLEDGE AND ABILITIES (Continued)

- analyze and resolve operational problems and help others solve problems
- operate computer and all peripheral equipment
- communicate effectively, both verbally and in writing
- establish and maintain effective working relationships with other DoIT divisions, client departments, vendors, subordinates and associates
- read, understand and apply technical manuals and procedures
- work under pressure and meet deadlines
- effectively communicate to different people of varying technical backgrounds
- exercise good judgment as to when to act independently and when to refer situations to higher authority

PHYSICAL EFFORT

The employee is required to lift items weighing up to forty (40) pounds. The employee must have the ability to identify and distinguish color-coded documentation, wiring, and tools.

SUPERVISION

The employee reports to and receives direction from the Systems Manager or other administrative superior as assigned. The work is performed with considerable independence in accordance with established policies and procedures.

WORKING CONDITIONS

The work is performed in a normal office environment with trips to various worksites. The employee is on call during off duty hours and is required to work evenings, weekends, and holidays as necessary to ensure uninterrupted, 24 hour a day, seven day service.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: Pre-1977 as Computer Operations Supervisor

Revised and Retitled: July 1998 as Systems & Network Operations Supervisor, August 2004

Revised: February 2009, August 2016

EEO Category: 2 - Professionals

Pay Grade: 754 - Information Services Pay Plan

Workers Comp: 5306 Non-Hazardous