

MAJOR FUNCTION

This is responsible supervisory work in planning, directing, and coordinating the activities of employees engaged in city-wide systems software and network customer support, information technology (IT) strategies and governance, and risk evaluation and compliance management processes. Facilitates effective collaboration between the IT organization, the user and customer communities. Oversees the preparation and dissemination of brand, marketing and technical communications, while providing broad insight on functions, trends and enhanced capabilities in support of the organizational programs and initiatives. Supervises the day-to-day activity of the service support staff resolving various work order requests. Work is performed under the general supervision of the Chief Finance & Administrative Technology Officer and is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes and supervises staff engaged in enterprise wide software and network systems customer support. Manages information technology (IT) governance of policies, cloud strategies, process mapping and workflows, and technical communications in various formats and platforms. Monitors systems status, analyzes enterprise software account capacity and associated licensing, generates system reports and makes recommendations to improve efficiency. Creates and reviews employee assignments in the support desk area. Oversees the troubleshooting of software, hardware and network problems and ensures resolution through support desk communication. Serves as the primary resource for the IT governance bodies and the CIO by reviewing and reporting the status and performance of initiatives within the portfolio and other governance priorities to ensure strategic alignment and successful project delivery. Acts as the single point of contact for all department communications by receiving and reviewing all required content presentations and materials for users in order to ensure documents are high quality and to facilitate timely and consistent information. Maintain knowledge of developments, internal control and compliance fields in IT department that may have an impact on users, the risk assessment or the department's processes and procedures. Recommends hiring, transfer, promotion, grievance resolution or discharge of subordinate personnel. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Serves on ad hoc committees and project teams as assigned. Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of system analysis, data communications techniques, principles and practices. Thorough knowledge of modern data processing applications, equipment, and the functions of multi-processing computer operations. Skill and ability in the operation of various types of data processing equipment. Ability to plan, schedule, coordinate, and supervise the activities of assigned personnel. Ability to establish operating procedures necessary to obtain desired results. Considerable knowledge of methods and techniques involved in conducting complex technical evaluations, including report writing. Considerable knowledge of general office practices and procedures. Ability to understand and carry out complex oral and written instructions. Ability to analyze a wide variety of highly technical materials related to computer operations and develop appropriate recommendations. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work under pressure to meet deadlines.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, management information systems, data processing, business or public administration or a related field, and three years of technical or professional experience that includes computer operations, systems analysis or technical support; or an equivalent combination of training and experience.

Established: 07-04-20