



Classification: Technical Support Manager (Technical Support Unit)

Title Code: V00903

Pay Range: 34

POSITION SUMMARY: This is highly responsible technical and supervisory work in management of software programming and related technical support services for a large data processing organization. An employee in this class is responsible for the designing, planning, scheduling, and coordinating of systems that may include systems administration, teleprocessing, network operations, and operations support for the organization. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT Supervisors over a staff of system administrators, PC support technicians, and other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

DESCRIPTION OF DUTIES PERFORMED (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Plans, assigns, supervises, and reviews the work of CIT supervisors or project leaders, system administrators and other technical personnel engaged in the design, configuration, implementation, modification, operation and maintenance of complex hardware and software systems.

Manages the system administration of various software applications operating on server and PC platforms.

Plans, schedules, and coordinates the implementation of new or updated versions of software systems for field rollout to end users.

Plans, schedules and coordinates the configuration and installation of computer equipment to end users.

Plans, develops, and maintains project plans with milestones supporting assigned projects.

Plans, develops, maintains and manages risk and change management plans supporting the project plans.

Plans, schedules and leads regularly scheduled project review meetings.

Manages the administration and schedules of the call center, which is operational 24 hours a day.

Evaluates hardware performance and efficiency concerning performance and future workload requirements.

Evaluates new software and hardware technology.

Coordinates and conducts research, analysis, and recommendation for hardware and software purchases.

Consults with application programming personnel in the design, implementation and enforcement of programming standards.

Participates with upper management in policy-making decisions.

Conducts formal and informal training of personnel.

Prepares records and reports.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of current developments and techniques in systems configuration and system administration.

Thorough knowledge of all major software systems utilized at configuration and installation.

Thorough knowledge of manufacturer-supplied utility programs and service aids.

Considerable knowledge of all minor software systems used at the installation.

Considerable knowledge of the principles of project management, the procurement process, and the strategic planning process.

Considerable knowledge of the principles and practices of supervisory and management techniques.

Considerable knowledge of modern office practices and procedures.

Considerable knowledge of decision-making techniques and fundamentals of oral and written communication.

Working knowledge of the agency's functions and their inter-relationships, to include MSHP's policies, procedures, rules and regulations.

Working knowledge of computer operating systems as they pertain to related programs and technical services.

Must be skilled in time management techniques and prioritization.

Must possess excellent interpersonal skills to deal effectively with various personalities.

Ability to comprehend, analyze, and research problems of a complex nature and make judgment decisions as to their solution.

Ability to extrapolate current situations and performance and to merge these with future software plans and technology.

Ability to respond quickly to emergency situations.

Ability to analyze, direct, and manage the implementation of special projects, assignments, and programs.

Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.

Ability to work closely as a cooperative team and display professionalism and team leadership in the training and supervision of others, to include the monitoring and evaluation of others.

Ability to work independently in an organized, efficient manner and exercise independent judgement and discretion.

Ability to demonstrate excellent management skills.

Ability to provide technical assistance and guidance in work methods and program procedures.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possess a Bachelor's degree from an accredited four-year college or university with specialization in mathematics, statistics, accounting, computer science, or closely related field; AND seven years of experience in technical data processing, systems programming, systems administration or technical programming, of which one year must have been in a supervisory capacity or project lead capacity.

NECESSARY SPECIAL REQUIREMENTS: Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.