



Title: IT Technical Support Supervisor

FLSA STATUS: Exempt from overtime.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from IT Operations Manager.

Exercises direct supervision over IT Technician I and II, Customer Service Representative.

This classification may supervise contract, temporary or seasonal employees.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in any field or equivalent experience
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:** TOC Certification upon hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

JOB SUMMARY

The purpose of this position is to supervise and monitor IT technical support staff and serve as a backup for staff. Directly supervises IT Technicians (Helpdesk support) and (Desktop support) and Customer Service Staff. Plans, assigns, and directs work; addresses complaints and resolves problems; measures and reports on Helpdesk performance on periodic basis; ensures service level agreements are met and maintained; makes budgetary recommendations; trains IT Technicians; plans and manages upgrades for desktop resources and workstations; researches and designs desktop and peripheral resources and deployments; collaborates with others to generate ideas and recommend process improvements; orders citywide replacements of computers and peripherals. Responsible for maintaining hardware inventories.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Supervises staff by planning and prioritizing tasks, ensures policy and procedure compliance, recommends changes and adjustments, monitors staff performance and development.
2	Measures and periodically reports on Helpdesk performance. Monitors operations; escalates help tickets to ensure expeditious handling; gathers statistics; mentors and trains staff on problem resolution and documentation.
3	Ensures all service level agreements are met and maintained. Monitors and follows up with customers on closed work orders to ensure satisfaction; meets with department IT liaisons to obtain feedback; acts on service issues.
4	Monitors and manages equipment inventories, deployments, and removal of obsolete devices.
5	Monitors, mentors, and motivates staff resources to ensure exceptionally high levels of customer service and organizational efficiencies are achieved.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	Light	Medium	X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.		Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



City of Peoria

HUMAN RESOURCES

Work Environment for this position is indicated below with “X”

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, laptops, printers, scanners, copy / fax machine, and related software, basic hand tools.

PROTECTIVE EQUIPMENT REQUIRED:

None required.