

## UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: COMPUTER TECHNICAL SUPPORT MANAGER  
CLASS CODE: 2075  
FLSA STATUS: EXEMPT  
EFFECTIVE DATE: AMENDED 3/26/08 (Revised 3/24/98 Version)  
DEPARTMENT: INFORMATION SYSTEMS

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### **JOB SUMMARY**

Under the general supervision of the Director of MIS, manages computer operations, networking, user help desk, and user computer training; Receives user complaints and requests; and Solves users' installation, hardware, and software problems.

### **CLASS CHARACTERISTICS**

This is a technical function manager classification level.

### **ESSENTIAL FUNCTIONS**

Supervises, plans, coordinates, and directs the work of all employees assigned to the support group including operations, training, and network personnel.

Trains and assists team members in technical support activities for the system.

Makes staffing decisions including hiring, training, performance evaluation, and retention of assigned personnel.

Compiles, maintains, and reviews all reports, daily work records, time cards, payroll information, work specifications, and appropriate personnel documentation for assigned employees.

Manages the user help desk.

Coordinates user education, and teaches various user training classes.

Assists in managing the County's computer networking facilities.

Manages all computer activities related to operations including hardware and software installations.

Oversees all e-mail installations (Group Wise), and acts as the Group Wise Administrator.

Oversees all fax installations (Faxability) along with being the Fax Administrator.

Manages the tracking of user requests for new hardware.

Prepares reports for management that relate to computer use, priorities, and downtime.

Ensures that the support team is trained in the latest computer technology.

Resolves concerns with software or hardware vendors as necessary; and resolves technical and complex system concerns.

Works closely with County departments to identify computer-related needs, and determines overall user satisfaction.

Orders a variety of computer equipment for the County.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of open client / server programming and architecture; Knowledge of supervisory techniques; Skill in managing technical support teams; Knowledge of current and relevant computer hardware and software; Knowledge and skill in computer programming; Knowledge of server technology; Ability to work in a high pressure

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environment created by a high volume of urgent user needs; Ability to set priorities and maintain overall user satisfaction; Skill in reading and in written and verbal communication; Skill in Windows, word processing, networking, e-mail, faxing, and utilities; and Ability to maintain cooperative relationships with those contacted in the course of work activities.

### **PHYSICAL DEMANDS**

Typically sit at a desk or table; occasionally walk, stand, or stoop; and occasionally lift, carry, push, pull, or otherwise move objects weighing up to 40 pounds.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

### **WORKING CONDITIONS**

Work is performed in an office, library, computer room, or other environmentally controlled room.

### **EDUCATION AND EXPERIENCE**

Equivalent to a Bachelor's degree in computer science, programming, management information systems, or a closely related field; and Five (5) years computer programming and/or computer technical support including two (2) years in a supervisory capacity.

### **CERTIFICATION AND LICENSING**

Must possess a valid State of Utah driver's license; and incumbent may be required to possess a valid certification in Novell or Microsoft networking systems.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.