



POSITION DESCRIPTION

Administrative Services IS Service Manager

Service Manager

EMPLOYEE NAME: _____

Position Title: IS Service Manager

Classification/Salary Range: IS Service Manager / GSAM Range 29

Division/Unit: Administrative Services / IS

Reports to: IS Program Manager

FLSA Status: Exempt, Not overtime eligible

Representation: Not represented

Position Location: Schaefers Building, 1015 Willamette Street, Eugene, OR, or Park Place Building, 859 Willamette Street, Eugene, OR, or other locations as needed.

Position Purpose

Position Purpose: The primary role of the IS Service Manager is to manage the IS Service Desk and IS operations as assigned by the Program Manager/Chief Technology Officer. Meets with users and in collaboration with the CTO establishes and maintains Service Desk standards and procedures. The Service Manager's role is to oversee all Service Desk staff and ensure that end users are receiving the appropriate assistance. This includes the responsibility of managing all procedures related to identification, prioritization, and resolution of incidents, including the monitoring, tracking, and coordination of Service Desk functions. The Service Manager is also responsible for planning, designing, and analyzing the organization's service desk according to best practices, while ensuring high levels of customer service quality and availability.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

Acts as primary technical lead person for the agency's information systems service desk functions.

Plans, organizes, manages, coordinates, assigns, and evaluates the work of the Help Desk Information Systems Assistant and other LAN Analysts, LAN Administrators, Systems Analysts, and Applications Developers as assigned; provides training as needed. Plans and organizes workloads and staff assignments. Conducts performance evaluations and resolves personnel matters. Provides training and motivation to make full use of individual capabilities.

Develops Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes.

Develops policies and procedures that outline how problems are identified, documented, assigned, and corrected.

Analyzes performance of Service Desk activities and documented resolutions, identifies problem areas, and devises and delivers solutions to enhance quality of service and to prevent future problems.

Conducts research on emerging products, services, protocols, and standards in support of service desk technology procurement and development efforts.

Liaises with vendors for the procurement of new systems technologies; oversees installation and resolves adaptation issues.

Ensures appropriate training initiatives for new and existing staff.

Assists in the preparation of program budgets based on staffing and resource requirements, cost estimates, and objectives and goals. Monitors and documents expenditures assuring compliance with approved budget and staffing levels.

Assures compliance with state and local laws, standards, policies, and guidelines.

Provides technical advice and assistance to LCOG management, other agencies, and community groups regarding technology infrastructure options and service issues that fall within the scope of the assigned program. Acts as a resource to LCOG staff and the public for IS program policies and procedures.

Analyzes, recommends, and implements improvements to existing practices and procedures; monitors the status, performance, and quality of on-going and in-progress projects, systems, and services.

Prepares scope of work and time estimates of proposed projects.

Provides technical expertise by maintaining a current knowledge of the agency's hardware and software environment, including microcomputers.

Serves as member of project team to select hardware, systems software, and application software for use by staff.

Conducts training sessions for staff and users to share knowledge gained from vendor-provided training or from professional experience.

Provides expertise and assistance in maintaining reasonable security for systems, ready file access, and effective database or data communications administration.

Considerable to substantial responsibility for financial and human resources. Includes final decisions or recommendations involving effective use of employees, space, materials, and equipment with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Additional Knowledge, Skills, and Abilities

Considerable knowledge of hardware capabilities and a wide variety of software applications, including the use of microcomputers and linked systems.

Considerable knowledge of methods, practices and techniques related to application support.

Experience with desktop and server operating systems

Working knowledge of a range of diagnostic utilities.

Ability to communicate effectively with other employees uses tact, courtesy, and good judgment. Ability to work with accuracy and attention to detail to meet deadlines.

Ability to ascertain user needs.

Ability to understand and execute oral and written instructions, policies, and procedures. Ability to understand and utilize complex data processing programs and systems.

Ability to estimate time required for projects. Ability to prepare accurate records and reports.

Ability to establish and maintain effective working relationships with other employees, vendors, and representatives of other agencies.

Ability to physically perform assigned duties.

Other Duties of Position

Provides back-up support to other positions in case of absence or work overload.

May provide guidance, assistance, and training to information services and other staff.

Commitment to working effectively and collaboratively with colleagues, members of the public, clients, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Regular and on-time attendance.

Performs other duties as assigned.

Minimum Qualifications

Education and Experience

Bachelor's degree in computer science or related field, plus five years of progressively responsible experience in providing IT Services, or any combination of education and experience that would provide the applicant with the required knowledge, skills, and ability to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County. The ability to pass a criminal background check.

Signatures

Employee signature and date _____

Manager signature and date _____

Human Resources signature and date _____