CITY OF FONTANA
(IT) CUSTOMER SERVICE MANAGER

DEFINITION: Under general direction from the IT Director, the incumbent is responsible for the day-to-day operations of the IT Department's Service Desk and Media Support Services teams. The incumbent is the process owner for the Department's work order system, and establishing and managing both service level agreements and key performance indicators. The position is responsible for ensuring that end-user needs are met and/or fielded to the appropriate area of support within the IT Department. The position actively participates in administration of the Department's operations, budget preparation, and establishing policies and procedures. The position is also responsible for employee onboarding and developing a training program for all city staff as it relates to the Innovation and Technology Department and represent the IT Director in their absence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Manage and support the Service Desk and Media Support Services teams' operations and make recommendations to improve the effectiveness and efficiency of each team.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving City and departmental goals.
- Develop and implement goals, objectives, policies, priorities, service level agreements, and key performance indicators for assigned teams.
- Participate in the selection, development, and mentoring of staff; supervise and evaluate assigned personnel; provide and coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Provide direction and support for the City's endpoint technology, including but not limited to desktop and laptop computers, MDC's, tablets, other mobile devices, printers, copiers, telecommunication devices, and audio/video devices. Plans and coordinates replacement of equipment to ensure a stable, secure and reliable computing environment.
- Analyze business requirements and recommend/implement environmental changes and/or process improvements to maximize efficiency.
- Provide project management leadership using department and appropriate Project Management Institute (PMI) standards and procedures.
- Prepare and administer budgets for each assigned team.
- Prepare cost/benefit analyses for project proposals.
- Prepare technical specification documents for RFQs and RFPs and analyze vendor-submitted proposals from RFQs and RFPs.
- Process owner for ITIL Incident Management, driving the efficiency and effectiveness of the Incident Management processes. Monitor all incident and problem work to ensure Service Level Agreements are met. Produce reports and

analyze metrics for trends and problem areas and recommend mitigation to senior management.

- Assist in managing and implementing Service Level Agreements and Professional Services Agreements for outsourced services.
- Coordinate and supervise work done by vendors and/or contractors under outsourcing contracts.
- Provide direction and support for the City's audio visual technology systems, including leading related projects, developing technology standards, troubleshooting audio/video systems, and escalating issues to an audio/video support vendor where appropriate.
- Develop a city-wide technology training program for all city staff, including employee onboarding. Work with other areas of IT to conduct and coordinate training for all applications and systems.
- Coordinate and supervise the procurement of technology items for the department and all city staff, including specification, bid solicitation, purchasing, and receiving.
- Prepare and give presentations to peers, managers, vendors, City Council members, etc.
- Maintain cooperative working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain prompt and regular attendance.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer.
- This position is always evolving. Therefore, the employer reserves the right to modify this job description, as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff and vendors.

EXPERIENCE AND TRAINING GUIDELINES
A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The incumbent must have knowledge and background in the following:

- Supervision and leadership, with the ability to delegate tasks as necessary.

- Excellent oral and written communication skills and the ability to give presentations.
- Excellent technical, problem-solving, interpersonal, and organizational skills.
- Business operations including accounting and budgeting processes.
- Service (Help) Desk , cable access, and audio visual system operations.
- IT Service Management (ITSM) and IT Infrastructure Library (ITIL).
- Windows and Mac-based workstations and related peripherals.
- Microsoft networking environments.
- Wireless devices including cell phones and tablets.
- Application software such as Microsoft Office 365, and Adobe products.
- Audio visual systems and components
- Project management principles.
- Thorough knowledge of methods and techniques used in the analysis, design, and documentation of technology systems.
- Principles of supervision, training and performance evaluation.
- Principles and practices of budget development.
- Principles of economics, financial analysis, and cost-benefit analysis.
- Principles of statistics and research.

Experience: A minimum of five (5) years of increasingly responsible work experience in a commercial IT Service Desk environment, which includes supporting audio/visual systems, at least two (2) years of supervisory or management experience within said Service Desk environment; and at least two (2) years of project management experience.

Municipal government experience is preferred.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field.

LICENSES AND/OR CERTIFICATIONS: Certificates related to the Information Technology field including to but not limited to ITIL Foundations, HDI Service Desk Manager, AVIXA CTS, etc, or other relevant training in the audio-visual space are preferred. Work experience may be substituted for certifications at the discretion of the Department Director.

Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License or equivalent.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and an abbreviated background investigation conducted by the Fontana Police Department. In addition, incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.