CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) SUPPORT SUPERVISOR

DEFINITION: Under direction from IT management, the IT Support Supervisor is responsible for supervising the IT Service Desk staff and operations, and managing outsourcing contracts for selected IT services. Major responsibilities include training subordinate personnel, coordinating IT Service Desk operations, leading IT projects, and ensuring that Service Level Agreements are met. This position also has the responsibility of overseeing all City-wide telecommunications and audio/video technology systems.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Supervise and support the Service Desk operations and make recommendations to improve the effectiveness and efficiency of the Service Desk.
- Participate in the selection 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, tablets, other mobile devices, printers, copiers, telecommunication devices, and audio/video devices.
- 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 cost/benefit analyses for project proposals.
- Prepare technical specification documents for RFQs and RFPs, and analyze vendor submitted proposals from RFQs and RFPs.
- 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/video technology systems, including leading related projects, developing technology standards, troubleshooting audio/video systems, and escalating issues to an audio/video support vendor where appropriate.
- Provide direction and support for the City's telecommunications systems, including leading related projects, troubleshooting phone lines, telecommunication circuits and phone/PBX equipment, and escalating issues to a telecommunications support vendor where appropriate.
- Keep current on trends and innovations in technology.
- Supervise the procurement of technology items, including specification, bid solicitation, purchasing, and receiving.
- Conduct and coordinate training for applications and systems that fall under the Service Desk's area of responsibility.

- 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, 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 communications 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 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, Microsoft Project, Acrobat, and Visio.
- Voice-over-IP (VoIP) hardware and software systems
- Audio/Video control systems and components
- Project management principles.
- Thorough knowledge of methods and techniques used in the analysis, design, and documentation of technology systems.

EXPERIENCE/EDUCATION:
A minimum of four years of increasingly responsible work experience in a commercial IT Service Desk environment, which includes supporting telecommunications and audio/video systems; at least one year of supervisory responsibility within said Service Desk environment; and at least one year of project management experience;

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OR

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Possession of a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field, a minimum of two years applicable experience listed above, at least one year of supervisory responsibility within said Service Desk environment; and at least one year of project management experience.

Municipal government experience is preferred.

LICENSES AND/OR CERTIFICATIONS: ITIL Foundations and HDI Service Desk Manager certifications are preferred. Work experience may be substituted for certification at the discretion of the Department Director. Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License or equivalent.