

## JOB DESCRIPTION

**JOB TITLE:** Technical Support Supervisor  
**DEPARTMENT:** Technical Services  
**REPORTS TO:** Assistant Director, Technical Services  
**EEO Category 3**

### **SUMMARY:**

As part of the Technical Services Division of South Sound 911, and under the direction of the Assistant Director of Technical Services, the Technical Support Supervisor reviews, plans, organizes, and manages the capabilities and qualities of the Support Technicians that provide technical support needs of the agency and user agencies.

### **ESSENTIAL FUNCTIONS:**

Provides an expert level of understanding of current information technologies; proactively develops and maintains integrated technology solutions on multiple computing platforms.

Plans, organizes, directs and coordinates the work of assigned personnel. Selects, trains, supervises, monitors and evaluates the work of assigned personnel; schedules and assigns work; authorizes leave time and overtime work; reviews and investigates complaints and recommends disciplinary action as necessary; schedules in-service training; receives and attempts to resolve employee grievances and other concerns; provides coaching to direct reports.

Provides strategic direction to the South Sound 911 Support Center and all of its customers, implement strategic plan strategies for the group, and completes objectives; provides direction, leadership, assistance and training to customers and staff in developing information technology standards and practices; follows through with customer and senior staff service requests using appropriate standards and practices.

Develop, monitor and oversee budget planning for the Support Center.

Researches current advancements in information technology to build expertise among colleagues. Provides strategic recommendations to centralize technology decision-making.

Creates, enforces and documents policies and procedures utilizing best practices to ensure compliances with contractual and oversight agencies, such as CJIS.

Provide leadership to skilled IT and technical professionals to meet the changing demands of technology in the agency and to its customers.

### **QUALIFICATIONS:**

Associates degree in Information Technology or related field, or a minimum of 2 years of progressively responsible professional computer support experience in a technology support environment. Additional related education or experience may substitute year-for-year for the requirements.

### **REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:**

Principles and practices of program operations, including development, planning, coordination, monitoring, evaluation and problem solving.

Fluent use of the English Language.

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Knowledge of all service desk processes.

Collaborate with team members and other support teams to resolve incidents and technical issues.

Knowledge of Support Ticketing application to respond to staff help request and service.  
 Understand wireless networking, VPN, SMS, Remote Desktop  
 Skilled in Mobile Device Troubleshooting  
 Proficiency with Exchange Administrator  
 Proficiency with Active Directory  
 Excellent customer service, in a fast pace and challenging environment  
 Read, interpret, explain, apply and follow applicable policies and procedures  
 The ability to create a professional conducive work environment in the event of a schedule or unscheduled major event.  
 Excellent Verbal and Written communication skills  
 Follow safety rules and regulations  
 Research methodology, data collection, analysis and reporting.  
 Technical skills to apply towards data analysis, business process modeling, and other advanced technologies.  
 Proficient computer skills including knowledge of and experience with computer databases such as Microsoft Access and SQL Server.  
 Strong working knowledge and experience with a variety of administrative products including but not limited to Microsoft Office, Adobe, Eden, etc.  
 Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.  
 Maintain cooperative and effective working relationships with others.  
 Organize work to meet schedules and timelines.  
 Work confidentially and with discretion, and maintain a professional demeanor while resolving emotional issues with personnel at all levels of the organization.  
 Understanding of the operation of public safety agencies.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

A valid Washington State driver's license may be required. MCP and A+ certifications are desired.

**PHYSICAL REQUIREMENTS:**

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.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**WORKING ENVIRONMENT:**

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Office environment is subject to 24/7 emergency call out and traveling to different locations to conduct work.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Activity</b>	<b>Percentage of time</b>	<b>Activity</b>	<b>Pounds</b>
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: \_\_\_\_\_

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