

JOB DESCRIPTION

JOB TITLE: Technical Support Supervisor
DEPARTMENT: Technical Services
REPORTS TO: Assistant Director, Technical Services
EEO job category 2 - Professional

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 is a highly responsible professional position with oversight of South Sound 911's Support Center, which provides technical support for South Sound 911 and customer agencies. This position reviews, plans, organizes, and manages the Support Center operations; trains, supervises, and evaluates Support Technicians; and promotes the mission and vision of South Sound 911. The position requires a varied work schedule to accommodate the needs and demands of a 24/7 organization.

ESSENTIAL FUNCTIONS:

Provide an expert level of understanding of current information technologies; proactively develop and maintain integrated technology solutions on multiple computing platforms.

Plan, organize, direct and coordinate the work of assigned personnel. Select, train, supervise, monitor and evaluate the work of assigned personnel; schedule and assign work; authorize leave time and overtime work; review and investigate complaints and recommend disciplinary action as necessary; schedule training; receive and attempt to resolve employee grievances and other concerns; provide coaching to direct reports.

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

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

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

Create, enforce and document policies and procedures utilizing best practices to ensure compliance 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.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.
Exercise a high degree of independent judgment in problem solving and decision-making.
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
Maintain cooperative and effective working relationships with others.
Analyze situations quickly and adopt an effective course of action.
Organize work with many interruptions and multiple tasks to meet schedules and timelines.
Maintain regular and predictable attendance.
Provide training and orientation to employees.
Knowledge of principles and practices of program operations, including development, planning, coordination, monitoring, evaluation and problem solving.
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, video conferencing and audio/visual technology.
Skilled in Mobile Device Troubleshooting.
Proficient with Exchange Administrator, Active Directory, and Microsoft Windows.
Provide excellent customer service, in a fast pace and challenging environment.
Ability to create a professional conducive work environment in the event of a schedule or unscheduled major event.
Ability to perform 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 SQL Server.
Strong working knowledge and experience with a variety of administrative products and applications, including financial, credit card payment and video conferencing systems.
Work confidentially and with discretion, and maintain a professional demeanor while resolving emotional issues with personnel at all levels of the organization.
Knowledge of the operations of public safety agencies.

QUALIFICATIONS:

Associates degree in Information Technology or related field, or a minimum of 5 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.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

A valid Washington State driver's license may be required. Microsoft Certified Professional (MCP) and CompTIA 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, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
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: Scott Hamel, Deputy Director

REVIEWED BY: Laura Lakowske, Recruiting Coordinator

DATE: 5/4/23