



Classification: Technical Support Manager (Generic)

Title Code: V00903

Pay Range: 34

POSITION SUMMARY:

This is highly responsible advanced technical and supervisory work in management of software programming and related technical support services for a large data processing organization. An employee in this class is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. An incumbent may also supervise data base administration for the organization. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT supervisors over a staff of computer information technologists, CIT specialists or other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, assigns, supervises, and reviews the work of computer information technologists and CIT specialists and other technical personnel engaged in the design, generation, implementation, modification, operation and maintenance of complex software systems.

Coordinates software requirements with application programming, system administrators and operations management to attain the objectives of the installation.

Evaluates system performance and efficiency relating to both current performance and future workload requirements.

Plans, develops, and maintains project plans with milestones supporting assigned projects.

Plans, develops, maintains and manages risk and change management plans supporting the project plans.

Plans, schedules and leads regularly scheduled project review meetings.

Evaluates hardware performance and efficiency concerning current performance and future workload requirements.

Evaluates new software and hardware technology.

Makes recommendations regarding the use of computer hardware and software to provide the best cost performance.

Assists top management in the overall planning for the modification of large and complex data processing systems; participates in surveys and studies to determine data processing requirements; prepares specifications for submission to vendors and reviews vendor proposals; coordinates the installation and/or modification of data processing hardware and software packages.

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Assists immediate superior in maintaining liaison with administrative personnel with the agency, other agencies and with industry representatives in developing new or improved management procedures.

Assists in the overall management of a large data processing installations including management of application servers, operating systems, version control, and hardware/software acquisition recommendations.

Supervises personnel responsible for defining, implementing, protecting and maintaining the data base for a large computer installation.

Consults with application programming personnel to assist them in the utilization of computer resources through programming and system design techniques with maximum efficiency.

Consults with application programming personnel in the design, implementation and enforcement of programming standards.

Plans, schedules, and coordinates the implementation of new or updated versions of software systems to assure maximum impact on current applications.

Evaluates requests from other areas of installation for software modifications.

Assists less experienced systems programmers in the definition and solution of especially difficult problems.

Participates with upper management in policy-making decisions.

Conducts formal and informal training of personnel.

Meets with manufacturer representatives for problem solving, purchase and implementation of new software.

Prepares records and reports.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of the principles, practices, and techniques used in systems programming.

Extensive knowledge of the concepts, characteristics, and capabilities of large-scale computer and multiple platform operations and equipment.

Thorough knowledge of current developments and techniques in systems programming and systems administration.

Thorough knowledge of all major software systems utilized at the installation.

Thorough knowledge of manufacturer-supplied utility programs and service aids.

Considerable knowledge of all minor software systems used at the installation.

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Considerable knowledge of the principles and practices of administration and effective supervision.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to comprehend, analyze, and research problems of a complex nature and make judgment decisions as to their solution.

Ability to extrapolate current situations and performance and to merge these with future software plans and technology.

Ability to organize and plan work effectively.

Ability to respond quickly to emergency situations.

Ability to work on more than one project or problem at a time.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from an accredited four-year college or university with specialization in mathematics, statistics, accounting, computer science or closely related field. Experience may be substituted for the formal education on a year-for-year basis.

AND

One year of experience as a Technical Support Manager or four years of technical data processing experience in systems programming, systems administration or technical programming of which one year must have been in a supervisory capacity.

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NECESSARY SPECIAL REQUIREMENTS:

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.