CLASSIFICATION DESCRIPTION

TITLE: IT TECHNICAL SUPPORT ANALYST LEAD   JOB CODE: 17 (Exempt)

GENERAL DESCRIPTION OF DUTIES

Under direction of the Director of Information Technology, the purpose of the position is to manage a high performing IT Service Desk. The role is responsible for the escalations of major service incidents as well as systems and methodologies for service support.

Employees in this classification are responsible for the management of technical support staff assigned the responsibility of supporting systems, applications, servers, hardware and peripheral equipment. Provides continuous monitoring of work processes to ensure quality assurance/control and improvements to current processes and procedures where applicable.

Performs responsible professional, highly technical and managerial duties with responsibility for managing all aspects of the City's IT Service Desk. Performs design and configuration functions as needed, and coordinates and directs the work of other IT support staff. General responsibilities include overseeing the implementation of new and/or enhanced service offerings and providing technical oversight to support the City in accomplishing objectives through the use of information technology solutions.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Maintain high performing service delivery functions pertaining to IT Service Desk Services
- Monitoring and reporting SLA adherence, resource utilization, and customer satisfaction
- Establish and internally distribute reporting metrics to include:
  - High priority alerts/outages
  - Support request trends
  - Field Service and Project Services Metrics
  - IT Service Desk Metrics
- Oversee on-boardings and projects
- Communicate project plans, dependencies, and risks to customers via written

communication

- Provide project updates to customers for duration of projects
- Developing and maintaining productivity tracking methods and reporting
- Lead, manage, and hold IT Service Desk team members accountable for assigned responsibilities
- Develop individual annual and quarterly goals in line with the departmental and City KPI goals
- Take ownership of major incidents to ensure coordination of resolving parties, effective communication to stakeholders, and post incident review
- Follow up with customers to identify areas of improvement
- Monitor, control, and support service delivery, ensuring that methodologies and procedures are in place and followed
- Includes processes for maintaining and updating accurate documentation for clients and internal knowledgebase
- Define, refine, and review ticket flow and escalation procedures as needed
- Send mass communications to customers as necessary regarding major IT issues/events and maintenance/downtime.
- Performs basic administrative duties including written reports, memorandums, letters, and electronic correspondence, interaction with others, and communication through telephone and meetings.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree in Management Information Systems, Computer Technology, Computer Science or related field; supplemented by three (3) years progressively knowledgeable and skilled experience in IT service and support; or an equivalent combination of education, training and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- 4+ years of applicable IT (or similar) service department experience, required
- Experience with customer service ticketing systems required
- Supervisory experience, preferred
- Strong working knowledge of IT technical requirements

- Ability to anticipate challenges and effectively resolve conflict
- Ability to work in a fast-paced environment while maintaining high work standards
- Ability to work independently as well as collaboratively
- Ability to prioritize and manage multiple initiatives simultaneously; organized
- Ability to take responsibility for assignments and see them through to a successful completion with little oversight
- Ability to be diplomatic, resourceful and persuasive; effective negotiation skills
- Ability to demonstrate business-savvy judgement
- Ability to inspire, motivate, train, and mentor team members
- Strong written and oral communication skills; strong interpersonal skills, a focused listener
- Strong presentation skills
- Exhibits a strong customer service orientation, exceptional client relationship management skills

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.

- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.