



TECHNOLOGY SERVICE DELIVERY MANAGER

JOB SUMMARY

Under administrative direction, plan, organize and manage technology service delivery resources and activities within the District's operational support groups including the Help Desk, Network Support and Data Center; analyze and manage the District's workflow systems for service tickets and projects to assign resources and escalate issues within the organization; supervise and evaluate the performance of assigned personnel; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, organize and manage the District's operational support groups and operations to meet user needs and District instructional and administrative technology goals; assure high-quality customer service is provided to end users. **E**
- Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; oversee and assure proper coordination of work schedules and activities. **E**
- Oversee and manage the daily operations and activities of the Help Desk; Network Services and Data Center activities including online payroll and nightly batch processing and off-hour production schedules; escalate technical issues to appropriate staff or vendors as necessary. **E**
- Assure projects, service tickets and requests for service are completed in a timely and cost effective manner; monitor status of tickets; follow up and escalate issues as needed to assure quality customer service and timeliness; expedite emergency requests. **E**
- Develop and implement operating procedures and practices to improve efficiencies and customer service experiences for end users; analyze, monitor and evaluate the efficiency of service delivery methods. **E**
- Communicate with administrators, other managers, vendors, service providers and outside organizations to coordinate activities, prioritize and schedule work, resolve issues and exchange information. **E**
- Develop assigned budgets for inclusion in departmental budget; monitor expenditures and recommend modifications to cover expenses; propose and implement cost reduction measures. **E**
- Participate in the formulation and development of departmental policies, procedures and programs; advise administrators of unusual trends or problems and recommend appropriate corrective action. **E**
- Evaluate the effectiveness of existing service delivery technology systems; provide recommendations concerning the purchase of new equipment and enhancing existing

equipment to achieve user instructional/administrative goals; assure compliance with established District objectives and resources. **E**

- Prepare and maintain a variety of records, files and reports related to daily operations and other assigned activities. **E**
- Operate a computer and assigned software; operate other office equipment as assigned. **E**
- Drive a personal vehicle to various sites to conduct work; respond to after-hours emergency calls and coordinate responses as necessary. **E**
- Attend and participate in meetings, conferences and seminars related to technology to maintain current knowledge of technological advances in the field. **E**
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Technology Service Delivery Manager plans, organizes and manages the District's technology service delivery resources and activities with a focus on providing quality customer service to end users and fostering a culture of responsiveness to client needs. An incumbent provides operational leadership and coordinates activities to assure optimal operational performance, fiscal responsibility and to meet the District's instructional and administrative technology goals.

EMPLOYMENT STANDARDS

Knowledge of:

Technology service management using a framework such as Information Technology Infrastructure Library (ITIL).

Principles and practices of providing high-quality customer service.

Principles and practices of supervision and training.

Help desk operations including call center and user support software systems.

General networking principles.

General mainframe operating systems and controls.

General principles and techniques of systems analysis.

Organization and work flow management.

Record-keeping and report preparation techniques.

Applicable laws, codes, regulations, policies and procedures.

Budgeting practices regarding monitoring and control.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Operation of a computer and assigned software.

Ability to:

Plan, organize and manage the District's technology service delivery resources and activities to meet user needs and District technology goals.

Develop and implement practices and procedures that improve efficiencies and customer service for end users.

Assure quality customer service to end users and foster a culture of responsiveness to client needs.

Understand and resolve issues, complaints or problems.

Build consensus and apply problem-solving techniques in a constructive manner.

Analyze situations accurately and adopt an effective course of action.

Supervise and evaluate the performance of assigned personnel.

Develop and monitor budgets and expenditures.

Work independently with little direction.

Interpret, apply and explain rules, regulations, policies and procedures.

Plan and organize work. Monitor and control expenditures.

Maintain current knowledge of technological advances in the field.

Prepare and maintain records and prepare narrative reports.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned software.

Education and Training:

Bachelor's degree in computer science, information technology, business administration or a closely related field.

Experience:

Four years of supervisory or management experience involving technology service delivery for a help desk, network support group or mainframe based data center. Experience in an educational environment is preferred.

Two years of additional experience may be substituted for two years of the required education.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Office environment.

Extended viewing of a computer monitor.

Emergency call out and variable hours.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information in person and on the telephone. Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

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