



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

IT SERVICE DESK TEAM MANAGER

Group-Section Information Technology Group – Applications & Infrastructure Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 60 Job #: TM010
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JOB SUMMARY

Manage services including Information Technology (IT) Service Desk, Personal Computer Systems, and Client Software License Compliance. Duties for this position include: management of staff, budget, equipment, and other team resources; collaboration with business units across the District on client computer systems services and issues; and leadership in overseeing change implementations to the client computing environment. Areas of responsibility include: systems-level administration and support of the client computing environment; establishing and enforcing standards for desktop, laptop, and mobile technology; evaluating corporate client computing needs and selecting equipment accordingly; managing the configuration, installation, and delivery of desktops, laptops, and mobile devices; upgrading and maintaining client computing equipment; managing client software licensing and compliance; evaluating service requests, project requests, and incidents and determining service workflows

OVERSIGHT

Oversight Received: Receives direction from the Unit Manager.

Oversight Given: Manages and supervises a staff of professionals and technicians.

JOB DUTIES

1. Manages the operation of multiple Information Technology services; reviews demand and workflow to properly allocate and prioritize team resources; establishes standards for performance of team services and staff.
2. Supervises staff including: selection, assignment and monitoring of work; coaching; counseling and performance assessment; reviews work for thoroughness and adherence to standards; and assesses employee competencies to develop training plans.
3. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities to prepare, develop, and monitor team budget; evaluates resource needs; assists in the development of the annual business plan; and provides quarterly updates of the business plan.
4. Oversees the selection, acquisition, and deployment of District desktop, laptop, and handheld computer devices and peripherals; oversees that client computer equipment is configured to meet District standards and business unit needs; oversees standards for desktop, laptop, and handheld computer devices.
5. Analyzes cost benefits for new versus upgraded technology; determines systems requirements; oversees the maintenance, upgrade and replacement of deployed client computer equipment.

6. Coordinates team activities with other information technology teams plus managers and staff in other business units; participates in the planning and implementation of complex projects.
7. Estimates costs and staffing requirements for ongoing services; assists in preparation of budget; selects and monitors temporary staff and consultants; and prepares and evaluates request for proposals, participates in selection of contractors, and manages contracts for services.
8. Keeps abreast of relevant changes in technology, standards, methodologies and best business practices.
9. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Management methods and techniques; team building; contract administration; project management; report writing; personnel management; performance measurement tools and metrics; policies and procedures related to budget, procurement, and human resources; client computing hardware, operating systems, peripherals, and applications; principles and practices of software license compliance; and principles and practices of troubleshooting and problem resolution.

Required Skills and Abilities to: Plan and organize the work of the team; foster and facilitate cooperation; resolve staff and business unit conflicts; communicate effectively, orally and in writing; determine training needs of staff; establish collaborative working relationships with all employee levels within Metropolitan; install, configure, and troubleshoot problems with client computer hardware, software, and applications.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- Valid California Class C Driver License that allows you to drive in the course of your employment

Registrations

- None

DESIRABLE QUALIFICATIONS

Certification on a major IT management framework (e.g. Control Objectives for Information and Related Technologies, Information Technology Infrastructure Library, Six Sigma); program certification or college degree in management and/or leadership.

PHYSICAL DEMANDS, WORK ENVIRONMENT AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered 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.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated. The work environment may include some exposure to outside elements. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements

Job Title: IT Service Desk Team Manager

Job Code: TM010

Adopted: 04/07/05

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