



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

TECHNICAL ASSISTANCE TEAM MANAGER

Group-Section: Information Technology Group	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 060 Job #: TM052
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JOB SUMMARY

Responsible for managing and supervising Information Technology's "walk-in" technical assistance service center; escalating problems to appropriate managers, service centers or support staff; and planning and implementing training of team staff.

OVERSIGHT

Receives direction from the Unit Manager. Manages and supervises a staff of professionals.

JOB DUTIES

1. Manages the design and implementation of service delivery for the Technical Assistance Team; reviews demand and workflow to properly allocate and prioritize Team resources; establishes standards for performance of Team service centers and staff.
2. Manages the Information Technology Technical Assistance Center (TAC) "walk-in" technical assistance service center which provides computer technical support for: Metropolitan staff, members of the Board of Directors, Board and committee rooms, loaner computer equipment, videoconferencing, and presentations preparation.
3. Participates in the research, development and/or implementation of new computer technology; evaluates impact of such new computer technology to IT service centers and staff; designs and implements training programs to ensure TAC staff are able to support existing and upcoming Metropolitan computer application, hardware, network and software implementations.
4. Coordinates Team activities with other IT teams as well as with managers and staff in other business units; participates in the planning and implementation of complex projects.
5. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; reviews work for thoroughness and adherence to standards; assesses employees' competencies and develops training plans.
6. Provides general administration of the team including establishing and tracking team goals and objectives; analyzes team activities and prepares, develops and monitors team budget; evaluates resource needs; assists in the development of the annual business plan; provides quarterly updates of the business plan.
7. Estimates costs and staffing requirements for ongoing services; assists in preparation of budget; selects and monitors temporary staff and consultants; prepares and evaluates RFP, participates in selection of contractors and manages contracts for services.
8. Ensures systems are available and operating at optimal levels; establishes standards and practices; monitors system performance and security; installs and manages system licenses.

9. Assists in developing team and unit policies, methods and procedures; reviews and makes recommendations regarding the development of QA/QC procedures, project milestones, presentation, and documentation.
10. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: A bachelor's degree from an accredited college or university and eight years of increasingly responsible 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: Supervisory methods and techniques; team building; contract administration; project management including planning, scheduling, and costing; report writing; personnel management practices; practices and principles of strategic planning; performance measurement tools and metrics; policies and procedures related to budget, procurement, and human resources; application development, hardware, peripherals and applications deployed at the desktop level; principles and practices of troubleshooting and problem resolution; customer service techniques.

Required Skills and Abilities to: Plan and organize the work of the team; encourage and facilitate cooperation; interpret laws, rules, and regulations relative to the Section/Group; communicate orally and in writing; determine training needs of staff; establish collaborative working relationships with all levels within Metropolitan; troubleshoot problems with applications, hardware, networking, peripherals, and software; generate and manage trouble and service request tickets; provide excellent customer service.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- None

Registrations

- None

DESIRABLE QUALIFICATIONS

Two years managerial or supervisory experience over an IT walk-in technical support service center.

PHYSICAL DEMANDS/WORK ENVIRONMENT

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. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements