



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## IT CLIENT SYSTEMS SUPPORT TEAM MANAGER

<b>Group-Section</b> Information Technology Group –IT Services Section- Infrastructure Unit	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 60 <b>Job #:</b> TM077
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### JOB SUMMARY

The IT Client Systems Support Team Manager is responsible for managing all services related to the Information Technology (IT) Personal Computer Systems, and Client Software installation and configuration. Areas of responsibility 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; 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; evaluating service and project requests, incidents and determining service workflows

### OVERSIGHT

**Oversight Received:** Receives direction from the Unit, Section or Group Manager.

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

### JOB DUTIES

1. Supervises staff including directing, assigning, and monitoring work, coaching, mentoring, addressing personnel issues, providing motivation, discipline, and guidance; determines Team and/or project priorities and aligns work load with available resources; reviews work for thoroughness, adherence to applicable standards, policy, and accuracy; ensures the team provides reliable service to customers; and monitors projects and staff to ensure compliance with regulatory requirements, and adherence to safe work practices and policies.
2. Assesses staff performance and competencies, and completes employee performance evaluations; develops and trains employees in applicable techniques and methodologies; partners with HR to administer and track training plans for skills and professional development, and enhancement of the team's members; provides cross-training opportunities as appropriate, and develops team succession plans; ensures staff completion of mandatory and recommended training including regulatory compliance and safety training. Takes an active role in developing a safe work environment, and promoting the safety of self and others by implementing safety training, monitoring employee adherence, and promptly evaluating and implementing safety recommendations.
3. Provides general administration of the team including establishing and tracking organizational goals and objectives; determines and implements strategic priorities; provides input regarding policies and procedures; development of team vision, standards for customer support, service plans and priorities; develops and approves team, project, and work

schedules and leave requests, and analyzes and reviews team activities and prepares various reports; reviews and approves time, reimbursement requests, and purchases.

4. Develops and monitors team, project, and equipment budgets to ensure the most efficient use of resources; prepares cost estimates and oversees the requisitioning of materials, equipment, and supplies necessary to meet organization goals and objectives; assures adequate supply of inventories; assures adherence to established guidelines and accurate and timely reporting and accounting, and tracking and control of budgetary information; evaluates resource needs and prepares staffing, equipment, and consulting requests; prepares, reviews and/or approves purchases, purchase and vendor service requisitions, and contract documents.
5. Acts as a technical advisor for team and cross-organization activities; assigns and directs the work of team members; develops, reviews, and submits improvement project proposals; acts as a subject matter expert related to administrative and/or operational issues, and facility improvements; participates in establishing procedures and standards for efficient, safe and reliable operations.
6. Meets with internal and external customers to coordinate work on projects and initiatives; initiates, and supervises staff activities; collaborates with other managers and staff to ensure reliable, cost-effective and safe operations; provides accurate, timely and thorough communication to other members of the management team on issues relating to team responsibilities, standards, and compliance.
7. Manages the operation of services; reviews demand and workflow to properly allocate and prioritize team resources; establishes standards for performance of team services and staff.
8. 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.
9. Analyzes cost benefits for new versus upgraded technology; determines systems requirements; oversees the maintenance, upgrade and replacement of deployed client computer equipment.
10. 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.
11. Keeps abreast of relevant changes in technology, standards, methodologies and best business practices.
12. Performs other related duties as required.

## **EMPLOYMENT STANDARDS**

Job Title: IT Client Systems Support Team Manager

Job Code: TM077

Effective: 06/28/20

Adopted: 01/20/21

Revised:

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### **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; 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/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.

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**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.