Class Title:	IT Manager, End User Technologies	**Class Code:**	3483
Department:	Information Systems	**Grade:**	28
FLSA:	Exempt	**Eff. Date:**	01/02/2025
Merit:	Non-exempt		

GENERAL PURPOSE

Under general guidance and direction from the Director of Information Systems, manages information technology help desk operations and provides leadership for the end user IT experience including service desk, deskside support, and Project Management. Coordinates the physical aspects of the PC refresh and IT asset management operations.

EXAMPLE OF DUTIES

Manages assigned staff; makes hiring and promotional decisions; schedules, assigns and monitors work; evaluates performance in compliance with County policies, procedures, and practices; documents and addresses performance problems in a timely manner; disciplines employees as necessary.

Coordinates activities of additional IT resources when assigned to division projects or when appropriate.

Develops and supports information systems products and services which include, but are not limited to personal computers, peripherals, internet connections, installed software applications, networking or access issues.

Provides training on help desk software capabilities to strengthen service operations.

Creates both short-term and long-term strategies and specific objectives for the field service organization and develops budgets, policies and procedures to support the functional infrastructure.

Ensures service requests are properly resolved according to organizational standards. Develops, coordinates, and maintains installation or support documentation. Develops strategic goals and ensures successful identification, documentation, assignment, prioritization, monitoring, and resolution of service requests and incidents with special attention to achieving a high rate of first contact resolution and continuous improvement.

Oversees service performance, purchasing, testing, or the installation of help desk equipment. Assists in hardware-related procurement processes, including documentation of systems technical requirements and operational evaluation. Oversees the deployment of the Computer Replacement program, maintenance, and support of end-user devices (PCs, laptops, tablets, peripherals etc.)

Coordinates technology assessment, planning, acquisition, installation, and associated training with other departments of the county and outside vendors for capital renovations and/or for new construction and facilities.

Serves as the escalation point and action advocate on operational slowdowns and system failures.

Serves on the IS Change Advisory Board to manage IS change control processes.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

   Graduation from an accredited college or university with a Bachelor's degree in computer science or a closely related field, plus five (5) years of directly related (full time) computer and network support experience or an acceptable combination of education and experience.

   Preference for the following certifications: ITIL (Information Technology Infrastructure Library), CompTIA A+, and Microsoft Certified Systems Engineer (MCSE); two (2) years of technical team management; experience in desktop virtualization and end point management.

2. **Special Requirements:**

   Must pass the Davis County Sheriff's Office background investigation.

   Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. **Necessary Knowledge, Skills and Abilities:**

Knowledge of: industry standard technologies including hardware (desktops, laptops, printers, audio/visual, telcom, mobile devices), software (operating systems, office productivity suites, remote support), and networking basics (switches, DNS, DHCP, wireless.)

Skill in: supporting a wide variety of technology stacks, developing appropriate Key Performance Indicators (PKIs), evaluating and planning resources and evaluating technology.

Ability to: formulate long-range communication plans and objectives; coordinate with County departments to assess requirements and solve problems; effectively evaluate technology; manage budgets; supervise, assign, and evaluate the work of others; establish and maintain effective working relationships with supervisors, other employees, other agencies, and the general public; communicate effectively (orally and in writing); follow written and oral instructions.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. *All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.*