

## **CLASS TITLE: IT SERVICE ASSURANCE MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under direction manages the IT (Information Technology) Service Desk and Resources Management sections, provides operational oversight to the Information Technology Infrastructure Library (ITIL) Incident and Problem Management processes to ensure critical IT services are maintained at required levels and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Plans, assigns, supervises and reviews the daily activities of support staff in IT Service Desk and IT procurement operations, services and projects, developing, directing and implementing human and fiscal resources and programs critical to the function and support of IT Service Desk operations, procurement and inventory control services, including the development, monitoring and evaluation of performance objectives
- Leads weekly service assurance activities and works with IT operational teams to ensure service levels and Key Performance Indicators (KPI) properly managed
- Uses established procedures for communicating all planned and unplanned outages of IT services and ensures senior IT management kept informed
- Establishes and leads “tiger teams” to quickly remediate complex operational problems with IT systems and services, leveraging ITIL best practices
- Develops and champions service and technology roadmaps for service assurance regarding Service Desk Information Technology functions
- Develops, leads and motivates a team of Service Desk professionals to deliver excellent technical support demonstrating outstanding customer service and assuring customer satisfaction
- Directs support staff involved in purchase, payment and inventory control of all IT equipment and services
- Conducts personnel interviews and facilitates the divisional employee selection process
- Develops performance measurement framework and facilitates feedback to support staff regarding customer service, communication and technical skill issues to enhance the quality of service and support delivered
- Develops, analyzes, designs, implements and reviews divisional operating and administrative policies, procedures and standards
- Participates in the development of service level agreements and ongoing management of service level compliance
- Resolves escalated complex customer and vendor issues, impacting the division and department overall objectives
- Develops, analyzes, designs, implements and reviews fiscal and operational summaries and reports
- Manages assigned divisional projects and studies involving internal and external departmental personnel
- Recommends solutions to technical and administrative problems
- Develops, monitors, and authorizes expenditures against divisional budget
- Evaluates departmental/divisional contracts for technical services, equipment and supplies, interfacing with vendors and other departments on contractual and performance issues
- Assumes responsibilities of divisional director in his/her absence
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business administration, computer science, accounting or other related fields, including or supplemented by coursework in computer sciences and six (6) years of progressively responsible experience in IT systems management, including proven supervisory experience in a technical environment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of state-of-the-art IT programming methods, operating systems and software; comprehensive knowledge of IT equipment and related application in mainframe, mid, mini and microcomputer environments; considerable knowledge of the management skills of planning, leading, organizing and regulating activities in a technical environment; comprehensive knowledge of inventory control principles and techniques; comprehensive knowledge of the function and operation of a central warehouse; comprehensive knowledge of administrative and management reporting practices and record keeping techniques; and considerable knowledge of governmental funding sources and accounting practices. Ability to present ideas effectively, both verbally and in writing; ability to work tactfully and effectively with customers, management and employees; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key and telephone; frequent lifting, carrying, pushing and pulling up to five (5) pounds; occasional lifting, carrying, pushing and pulling up to 50 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, handling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; and requires some travel to various locations to review operations and attend meetings.

**Class Code: 1144**

**EEO Code: E-02**

**Pay Code: IS-48**

**Group: Engineering, Planning & Technical**

**Series: Communications Operations, & Maintenance**

**Effective date: July 15, 2011**