

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB389 Customer Support Manager
<b>POSITION #/TITLE:</b> 2489 Customer Support Manager	<b>Adopted:</b> 02-08
	<b>Revised:</b> 01-15

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Information Technology	<b>Manager Level:</b> Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 16
<b>Reports To Position #/Job Code #/JC Title:</b> 1252/NB343/Chief Information Officer	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Medium	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment, knowledge test, skills test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Serves as the internal and external customer liaison for the Information Technology Division, including responsibilities of budgeting, contract management, vendor management, billing and cost recovery. Manages all Help Desk responsibilities, as well as Change Control and Configuration. Performs related duties as assigned.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgement and initiative. This classification is distinguished from other technical positions by the nature and complexity of customer support and IT division support, by greater involvement in planning and training activities and by a greater degree of independence. Supervision is exercised over the classifications of Systems Support Technician I – IV.

<b>Examples of Essential Work (Illustrative Only)</b>
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Provides internal support and maintenance of all Information Technology Division related information;  
 Supervises and maintains the installation, configuration, and support of the organization's customer relationship management (CRM) software through best practices and management of a technical team;  
 Analyzes and resolves CRM program issues in a timely and accurate fashion as well as hold responsibility for monitoring data quality;  
 Applies proven communication and problem-solving skills to guide and assist the user group on issues related to the design, development, and deployment of CRM software critical to business operations;  
 Investigates, understands and extracts data available to quickly assess business opportunities and determine key findings;  
 Manages and delivers large, complex client engagements that identify, design, and implement creative business solutions and technology solutions;  
 Designs, develops, implements and analyzes trigger based programs;  
 Translates analytic results into recommendations of practical and implementable solutions;

Communicates results and recommendations to working teams and senior-level executives in a timely manner;  
Monitors and refines customer-level strategies using various statistical tools and decision management software;  
Manages Help Desk and all personnel assigned to section;  
Operates and maintains all Help Desk, purchasing, procurement, key vendors, suppliers, contacts, licensing, contractor, consultant and all other legal, cost effective, service efficient and secure initiatives and submits them when appropriate for inclusion in the City Manager's S&I report;  
Performs preventive maintenance on computer systems and troubleshoots all problem areas associated with software applications and computer operations;  
Installs computer hardware components and all relevant software applications, network components, Internet accesses and information systems as needed;  
Develops database inquiries, reports and other software applications as needed for the support of specialized computer applications;  
Maintains all appropriate records on departmental computer operations and maintenance schedules;  
Creates management reports and metrics;  
Develops and manages operating, staffing, and project budgets;  
Administers performance reviews and career planning, and provide leadership to Customer Support team members;  
Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;  
Conducts timely performance reviews and monitors performance and staffing needs;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP Workstation and Microsoft Office Professional);  
Thorough knowledge of the functions and operations of the Information Technology Division;  
Thorough knowledge in the use of various analytical tools and techniques (e.g. SAS, Excel, SQL, analytical modeling);  
Ability to apply analytics to efficiently (and pragmatically) solve business problems through structure problem solving approaches;  
Ability to design and implement technology-enabled business solutions for clients as a Project Manager;  
Ability to define systems strategy, developing systems requirements, designing and prototyping, testing, training, defining support procedures, and implementing practical business solutions under multiple deadlines;  
Ability to train others in the use of computer operations and software applications;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with a Bachelor's Degree in Information Services or closely related field; and

Considerable experience supporting or working with computer software, hardware and operations systems related to Information Technology, with an emphasis on customer relationship management; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

<b>Required Special Qualifications</b>
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Valid Iowa Driver's License.

Information Technology Infrastructure Library (ITIL) certification or ability to achieve it within 2 years.

May be required to obtain Iowa NCIC certification based on work assignment.

<b>Essential Physical Abilities</b>
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Requires the following, with or without reasonable accommodation:

Clarity of speech and hearing which permits the employee to communicate effectively;

Sufficient vision which permits the employee to operate equipment and tools;

Sufficient manual dexterity which permits the employee to operate equipment;

Sufficient personal mobility which permits the employee to visit various and other work stations in the City.