



MONTGOMERY COUNTY
COMMON PLEAS COURT - GENERAL DIVISION

POSITION DESCRIPTION
Technical Support Manager

Department: Information Technology
Section: Technical Support
Reports To: Director of Information Technology
Employment Status: Full-time
Work Schedule: 40 hours per week
FLSA Status: Exempt
Civil Service Status: Classified
Pay Grade: 10

This position description sets out the essential duties and responsibilities of the position, details the knowledge, abilities, skills, licenses, certifications, education, and experience necessary to be successful in the role, and lists the equipment normally operated by, scope of supervision, and usual physical demands on the incumbent.

POSITION SUMMARY:

The Technical Support Manager serves in the Information Technology Department and reports to the Director of Information Technology.

The Technical Support Manager is responsible for supervising the routine daily activities of the court's service desk, ensuring that the court's technology applications are working as designed, and assisting in long-range technology planning and policy development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential duties and responsibilities of the position are as follows:

- Oversees the routine daily activities of the court's service desk, ensuring that appropriate priorities are established and adequate resources are available, and that service level agreements are met by managing service tickets by responding to tier 1 matters while escalating tickets to tier 2 and tier 3 status when appropriate.
- Performs technical services including maintenance and support of court database management, and computer applications and systems.
- Works with network services manager and assigned developers to implement, maintain, and support the court's software and hardware.
- Designs, prepares, reviews, and analyzes statistical data and information, monitors and evaluates trends, outcomes, and workloads, and, based on these observations, prepares reports and recommendations to improve the operation of the department and the court.
- Prioritizes, delegates, schedules, and monitors work of direct support staff by providing guidance and training, approving leave requests to ensure adequate staff coverage, completing performance evaluations, and initiating and participating in staff disciplinary hearings.
- Provides occasional hands-on assistance and works occasional non-standard and weekend hours as required.
- Travels to other court locations to support the needs of the court, department, and section.
- Collaborates with the department director and other department managers, supervisors, and staff, in developing and documenting department strategies, policies, procedures, standards, and practices.
- Assists in the development of operational policies and procedures.
- Participates in training opportunities, court activities, projects, and committees as requested or required.
- Completes other duties and responsibilities as required and assigned.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

- **Knowledge of:** information system administration and operation; court processes and procedures; program planning, PC software office products; supervisory principles; function, project, and portfolio management.
- **Ability to:** apply management principles to practical work situations; maintain good public relations as a court representative; establish and maintain effective working relationships with judges, officials, associates, and job contacts; exhibit good organizational skills; maintain confidentiality of sensitive information; train and coach others in computer applications; work independently.
- **Skill in:** troubleshooting software problems; operating computers; communicating effectively with computer users; planning and understanding abstract and technical concepts.

GENERAL EXPECTATIONS OF ALL COURT EMPLOYEES:

All court employees are expected to stay current in their areas of technical expertise; maintain attention to detail; exhibit good organizational skills; work effectively on own initiative and by cooperating with others; engage in active listening; speak and write clearly and concisely; demonstrate good manners, friendly demeanor, and professional behavior; uphold the policies, procedures, and practices of the court; maintain the confidentiality of sensitive and privileged information; and represent the court with honesty and integrity.

EDUCATION AND EXPERIENCE QUALIFICATIONS

The position requires an appropriate combination of formal education, additional training and courses, and work experience. There is not an exact level or mixture of these elements to indicate one will necessarily be successful in, or qualify for, the position.

For example purposes only, an acceptable combination of qualifications for the position is a bachelor's degree in information technology, computer science, computer engineering, or related field and five years' relevant experience in an information system environment.

LICENSURE OR CERTIFICATION REQUIREMENTS:

A valid state of Ohio motor vehicle operator's license is required in order to carry out job-related essential functions. Private insurance is required if private vehicle is employed for job-related functions.

SCOPE OF SUPERVISION:

The position supervises assigned personnel and carries out managerial duties in accordance with the operation's policies and applicable laws. Responsibilities include planning, assigning, directing work, and appraising performance.

EQUIPMENT OPERATED:

Vehicle, computer, calculator, copier, fax, telephone, and other general office equipment.

WORK ENVIRONMENT AND USUAL PHYSICAL DEMANDS:

The following physical demands are typically exhibited by the incumbent performing the requirements of the position. These physical demands are not, and should not be construed to be, job qualification standards. They are illustrated to help the court, incumbent, and applicant for the position identify reasonable accommodations that may need to be made when an otherwise qualified person is unable to perform the job's essential functions because of a recognized disability covered by, and in accordance with, the requirements of the Americans with Disabilities Act.

While performing duties of this job, the employee regularly exhibits digital dexterity and eye-hand coordination when performing typing and other tasks. The employee frequently sits for extended periods of time, and occasionally stands and walks. Employee converses verbally with others in person and by telephone. Vision demands include close, relatively detailed vision when typing and using a computer screen. The position requires the incumbent to often lift computers and monitors weighing 35-45 pounds during installation and repairs, and, on occasion, to lift computers/printers weighing 70 pounds. Job may involve operating and sitting in a vehicle.

This position description in no manner states or implies, and should not be construed as stating or implying, that it is a complete or exhaustive listing of the duties, responsibilities, qualifications for, and requirements of, an incumbent filling the position. The incumbent may be required to follow additional instructions and perform other duties required by a supervisor or designee.

The provisions of this position description do not constitute a contract, expressed or implied, and any provision contained in this description may be modified or revoked without notice.

Effective date: 1.1.23

POSITION DESCRIPTION APPROVAL –Technical Support Manager

This position description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as required and/or assigned.