



Winnebago County
The Wave of the Future

JOB POSTING

POSITION TITLE: **Technical Support Supervisor**

LOCATION: Information Technology

HIRING RANGE: \$96,724 - \$107,470/Yr.

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8 AM – 4:30 PM

APPLICATION DEADLINE: **Ongoing**

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION September 2017

POSITION TITLE: **Technical Support Supervisor**

DEPARTMENT: Information Technology

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

The purpose of this position is to supervise the work of the technical support staff in their provision of infrastructure and desktop assistance to internal customers by establishing priorities and schedules and assigning tasks. This position performs hardware needs assessment and assists in project management for internal customers. This position performs a variety of other managerial activities relating to hardware acquisition and installation.

ESSENTIAL FUNCTIONS:

1. Assists in the hardware and software needs assessment and specification analyses for departments requesting services. Performs the procurement function for both internal and external requests.
2. Assumes responsibility for conducting the annual hardware inventory. Provides reports off this inventory in order to plan for replacements and develop annual budget numbers.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Leads weekly team status meetings with both the network and user support teams to ensure work stays on schedule.
2. Monitors training needs of IS staff as well as non-IS employees and makes appropriate recommendations for education. Classes may be provided by IS or obtained externally.
3. Assists in the hiring process, orientation, and training of any new staff under this position.
4. Ensures continuous coverage during business hours, as well as on-call time, by approving schedule changes related to time-off or overtime if necessary.
5. Evaluates new hardware products, coordinates testing, and determines potential impact on the network.
6. Assists the Director and other supervisors in product selection, standardization, implementation, and documentation for supported systems.
7. Works directly with subordinates to troubleshoot problems reported by internal customers.
8. Conducts cost-benefit analyses, including people resources, to provide input into the decision to implement requested projects.
9. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Director of Information Systems.
2. Supervises User Support Specialists, User Support Specialist-Lead, Network Technicians, and Network Administrator.
3. Works with entire Information Systems staff, other County department representatives relative to projects and technology procurement, and vendors.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelor's degree from an accredited institution of higher learning, preferably in Computer Science, Information Systems, or a related field.
2. A minimum of two years work experience performing supervision or lead technical work.
3. A combination of education and experience that provides the skills necessary to perform the job may be substituted for the education or experience requirement.
4. Ability to pass a strict background check and fingerprinting for security compliance.

5. Possession of a valid Wisconsin Driver's License and maintenance of insurance levels in accordance with County standards.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of personal computers, peripherals, communication devices and networks, and associated software.
2. Ability to supervise and motivate technical personnel. This position requires the ability to work in a team manner as well as in a self-directed manner.
3. Ability to multi-task, set priorities for oneself and subordinates, and to delegate as necessary.
4. Strong written and verbal communication skills including listening skills.
5. Computer skills including Microsoft Office applications and ability to learn and use software.
6. Ability to work effectively under pressure and maintain a consistently professional demeanor with both internal and external customers regardless of their computer skills.
7. Capability to read and understand technical literature and teach others the use of office automation systems and equipment.

PHYSICAL REQUIREMENTS:

1. Ability to function in situations encountered in a fast paced, frequently changing industry.
2. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
3. Ability to perform most work from a sedentary position.
4. Ability to travel to other County department locations or occasional out-of-town assignments.
5. Availability of occasional evening or off-hours work.