



CITY OF BRIDGEPORT, CONNECTICUT

The City of Bridgeport, CT is now accepting resumes for the position of

SUPPORT SERVICECS MANAGER

Salary: \$75,000.00 – This position includes a comprehensive benefits package including a Retirement Pension administered by MERS (Municipal Employees Retirement System).

To Apply: Please mail, deliver or email a resume, a cover letter, three professional references and copies of required certifications to the Civil Service Commission office, Room 106, 45 Lyon Terrace, Bridgeport, CT 06604. You can email required documents to COB.Jobs@bridgeportct.gov.

Resumes must be submitted or postmarked no later than Friday, August 8, 2014.

GENERAL STATEMENT OF DUTIES:

Responsible for the activities of the Information Technology Services Support Division. These activities include supervising support staff, prioritizing assignment, interacting with department as well as coordinating hardware and software maintenance processes.

ILLUSTRATIVE DUTIES:

1. Provides daily supervision and direction to the staff that are responsible for service desk activities such as phone and in-person support to users in the areas of email; directories; desktop computers; mobile devices, including tablets and mobile phones; and applications developed or deployed.
2. Ensure timely completion of projects and tasks
3. Identify, establish, and communicate overall objectives and priorities of the Support Division.
4. Implement organizational policies and goals
5. Develop support policies and procedures
6. Monitor all incoming calls to the ITS support lines.
7. Maintain equipment, software and licensing inventory
8. Create and maintain documentation
9. Oversee archiving of documents
10. Maintain a clean and safe work environment
11. Handle negotiations with vendors related to merchandise returns, warranty repair, etc.
12. Contact vendors to seek out special pricing options
13. Oversee all maintenance related purchases of hardware, software, etc.
14. Assist in evaluating equipment specification
15. Handle shipping and receiving and sign for deliveries
16. Coordinate shipment of equipment returns
17. Maintain database of all ITS and City of Bridgeport equipment, software, and licenses
18. Verify that all supervised employee timesheets have been received
19. Follow up on ongoing problems to ensure that they are resolved
20. Resolve all support issues and maintain customer satisfaction
21. Develop service level agreement and customer satisfaction survey
22. Develop recommendation and guidelines

Other Duties: May work or be assigned on special projects defined by the Director of ITS.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES:

1. A+ and/or Network Certification required
2. Bachelor's Degree or Equivalent Support Services Expertise
3. At least 7 years experience in the MIS or IT arena as well as knowledge of Support Services operations and processes
4. Microsoft Exchange Server and Active Directory knowledge is mandatory requirement
5. Must have previous experience working with a Help Desk Facility.
6. Previous supervisory experience is a plus

This job description is not intended to be a complete statement of all duties, functions, responsibilities and qualifications that comprise this position.

For further information and contact:
CIVIL SERVICE COMMISSION
45 LYON TERRACE
BRIDGEPORT, CT 06604
TELEPHONE: 203-576-7103

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