

## City of Baltimore



### **IT Service Desk Manager Mayor's Office of Information Technology**

#### **About The Workforce**

The City of Baltimore has an employee workforce of fewer than 15,000. Occupations include political appointees and elected officials, executives, laborers, public health professionals and safety, paraprofessional and administrative support. Operating under a Civil Service System, the majority of the employee stakeholders are represented by one of nine labor unions.

#### **Deliverables:**

##### **Budgets and Business Planning**

Develop and continually evolve the Service Desk Strategy, based on the objectives and mission of MOIT.

Work with the relevant Stakeholders and the team to carefully plan, design and deploy with continual improvements to service quality.

Advise superiors on project technical problems and recommends corrective measures and solutions.

Provide input into the overall MOIT budget for allocation for the Service Desk.

Proactively recommending courses of action to maintain cost-effectiveness and competitiveness while analyzing current technology capability; investigates new commercially available equipment and software and recommends upgrades to workstations; determines the need for and justifies the procurement of new computer and related hardware equipment and components.

Support in the management of relationships with IT Suppliers and support the IT Procurement process; to develop specifications; coordinates with vendors and/or contractual maintenance providers regarding major upgrades to system hardware and software; monitor and ensures compliance with vendors regarding contractual maintenance.

##### **People Management**

The Support Service Manager is responsible for the overall management of the employees on the Service Desk Team.

This will be done by:

Coaching and mentoring the direct reports while providing technical guidance through the setting of short and long term objectives, priorities for tasks to be accomplished; reviewing work to ensure adherence to established safety standards and maintenance, repair and standard operating procedures.

Supervising the work of technicians engaged in providing user support in the installation, maintenance and repair of workstations, workstation components and related items, and of software

Providing performance evaluation and development of staff performance, disciplines and recommends hiring, firing and promotion.

Designing and implementing training plans using both external training and cross-skilling initiatives.

Motivating the Service Desk Technicians to perform their best.

Ability to provide hands on support and assistance within the Service Desk Team, if required.

Conducting regular team meetings.

### **Customer Support**

Ensuring a high level of customer focus (internally and externally) with care and attention to customer priority issues and appropriate levels of customer communications.

Ensuring a high level of technical knowledge within the Service Desk Team members as evidenced through turnaround time of issues and ability of team members independently.

Ensuring maximum customer satisfaction of both internal and external customers.

Ensuring that regular audits of Service Desk tickets are performed and that appropriate training is provided to team members as necessary.

Developing and maintaining customer satisfaction measurement metrics, as relative to the SLAs and OLAs.

Handling of escalations in a timely manner.

Managing the Service Desk Ticketing System.

Coordinates between a City agency and the Mayor's Office of Information Technology's Service Desk Team, along with Networks and Systems Administration Teams to expedite and facilitate maintenance and repair of a City agency's workstations and network problems.

Answers questions by computer users in the use of common software or resolution of malfunctioning equipment.

Prepares memoranda, correspondence, reports and other documents.

Reviews publications and other materials and attends seminars to remain abreast of electronic data processing communications field developments.

Participate and co-ordinate resources in representing MOIT in the city Emergency Operation Programs (EOC) activations.

Develop an on-call rotation system for the help desk staff in coordination with the Director

Performs related work as required.

### **Reporting**

The Support Service Manager is responsible for regular reporting on various areas of the Service Desk Team.

Examples of information reported and monitored include:

- Customer satisfaction
- SLA compliance
- Incident statistics
- Call statistics
- Problems Encountered
- Open Tickets/Bugs

In addition, the Support Service Manager will:

- Report on the operations of the team on a weekly, monthly and quarterly basis
- Ensure that reports align with the current departmental Operational Plan and they highlight any service level breaches or failure to fulfill projects/initiatives within agreed targets
- Report on people/performance related issues to Human Resources

### **EDUCATION AND EXPERIENCE**

#### **Requirements:**

A Bachelor's degree from an accredited college or university in Business, Management or Public Administration, Information Technology, Information Systems or related fields and four years of experience in IT project management to include developing project budget and writing proposals. **ITIL certification preferred.**

#### **Equivalencies:**

Equivalent combination of education and experience.

#### **To Apply**

For immediate consideration, interested and qualified applicants should submit resume and cover letter (including salary history/requirement) to [talent.masters@baltimorecity.gov](mailto:talent.masters@baltimorecity.gov).

**Attention:** Rhoda Benjamin.

**EOE/M/F/D/V**