

ATTACHMENT 5

CITY OF MANTECA

IT SUPPORT SERVICES MANAGER

Department: IT & Innovation

Bargaining Group: Mid-Management

Effective Date: August 2025

FLSA Status: Exempt

Revision History:

BASIC FUNCTION

Under minimal direction of the Director of IT & Innovation or designee, the IT Support Services Manager oversees the daily operations of the City's IT support services. This includes supervising help desk staff, assigning and prioritizing service requests, resolving escalations, and ensuring consistent, timely, and customer-focused technical support for all City departments, including Public Safety. The incumbent assists with the development and implementation of procedures and service standards to improve efficiency and customer satisfaction and monitors service trends to identify and address recurring issues.

The IT Support Services Manager provides input on staffing, equipment, and training needs related to support operations and assists with budget recommendations. The position is responsible for training, coaching, and evaluating technical staff to ensure they are equipped to meet service delivery standards. The incumbent serves as a key point of contact with other departments and public safety leadership to coordinate support activities, ensuring reliable technology services and effective communication.

DISTINGUISHING CHARACTERISTICS

The IT Support Services Manager is a mid-management classification responsible for providing direct supervision and leadership over technical support services, with an emphasis on help desk operations and customer service delivery. This classification differs from technical-level positions in that it focuses on managerial oversight, policy and procedure implementation, performance monitoring, and staff supervision rather than direct hands-on technical troubleshooting.

The incumbent exercises considerable independent judgment and decision-making in managing workload distribution, setting service priorities, and recommending process improvements. The position is expected to evaluate service metrics and trends, identify gaps in service delivery, and assist in developing and implementing solutions to improve efficiency and customer satisfaction. The IT Support Services Manager serves as the subject matter expert for help desk operations, IT service management practices, and customer service standards and acts as the primary point of escalation for service-related issues.

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REPRESENTATIVE DUTIES

ESSENTIAL DUTIES:

- Directs, manages, and monitors daily operations of the IT help desk, including assigning and prioritizing service requests, ensuring compliance with established service-level standards, and managing workload distribution to meet departmental objectives.
- Supervises, trains, mentors, and evaluates technical staff; develops individualized staff development plans and coordinates training programs to enhance technical proficiency and customer service skills.
- Establishes, documents, and enforces policies, procedures, and workflow standards for IT support services; ensures consistency in ticket resolution, escalation handling, and end-user communication.
- Oversees and provides direction for maintaining a centralized knowledge base, technical manuals, and self-service resources for staff and end-users; ensures information remains current, accurate, and accessible.
- Coordinates onboarding and offboarding technology support for City staff, including account provisioning, hardware deployment, and software access.
- Collaborates with networking, applications, and other IT & Innovation teams to resolve escalated service requests, infrastructure failures, and system outages; acts as a primary point of coordination for high-priority incidents.
- Assists in selecting, implementing, and administering help desk software, ticketing tools, remote support utilities, and mobile device management systems to improve efficiency and reporting.
- Conducts regular quality assurance checks of help desk tickets, reviewing documentation quality, accuracy of resolution, and customer satisfaction feedback; provides coaching as needed.
- Partners with departments to assess technology needs, gather service feedback, and develop support improvement initiatives.
- Coordinates technology refresh projects, mass hardware or software rollouts, and other citywide support-related deployments; schedules resources and communicates with affected departments to minimize disruption.
- Prepares budget recommendations for staffing, software, equipment, and training; monitors expenditures related to IT support operations.
- Develops and conducts periodic staff meetings and targeted training sessions; communicates policy updates, new procedures, and changes in technology systems to support staff.
- Ensures public safety technology support staff maintain operational readiness for mission-critical systems and comply with security and data-sharing requirements.

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- Serves as a point of escalation during major incidents, system outages, or emergency situations; coordinates with other departments, vendors, and leadership to ensure quick resolution and clear communication to City departments.
- Prepares periodic operational and performance reports for management review, including staffing utilization, customer satisfaction ratings, and service improvement initiatives.

OTHER DUTIES:

May respond during major incidents or emergencies requiring management-level coordination.

Conduct or provide user training as needed.

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Principles and practices of supervision, including staff scheduling, workload management, training methods, coaching techniques, and performance evaluation in a technical support environment.
- IT concepts appropriate for help desk operations, including incident tracking, request handling, and maintaining accurate documentation and knowledge resources.
- Effective methods for improving customer service delivery, including communication techniques, issue follow-up, and proactive user support strategies.
- Help desk ticketing systems, remote support tools, and inventory or asset tracking systems commonly used in municipal or multi-departmental environments.
- General understanding of computer hardware, software, operating systems, and networking fundamentals sufficient to guide technical staff and make informed operational decisions.
- Techniques for identifying recurring technical issues, analyzing service trends, and coordinating solutions with other IT teams.
- Budget preparation concepts and resource planning related to staffing, equipment replacement cycles, and support-related technology purchases.
- Basic project coordination methods for scheduling and implementing technology upgrades, equipment deployments, and other support initiatives.

ABILITY TO:

- Plan, organize, supervise, and evaluate the work of technical support staff to ensure high-quality and timely service delivery.

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- Analyze service trends, identify recurring problems, and develop practical solutions to improve efficiency and user satisfaction.
- Provide clear direction, constructive feedback, and professional development opportunities for staff.
- Prepare, update, and deliver staff training programs and end-user educational materials.
- Coordinate and manage multiple projects, priorities, and deadlines in a fast-paced environment.
- Recommend and assist in the implementation of goals, objectives, policies, and procedures for help desk and technical support operations.
- Understand, interpret, and apply City policies, administrative procedures, and applicable federal, state, and local regulations relevant to information technology operations.
- Participate in budget preparation by providing input on staffing, equipment, and training needs.
- Work cooperatively with other departments, City officials, and outside agencies to resolve service-related issues and coordinate technology support initiatives.
- Respond tactfully, clearly, and professionally to inquiries from City staff, department heads, or the public on technical support matters.
- Conduct research on IT support-related tools, products, or service delivery improvements and make recommendations based on findings.
- Develop and deliver clear, concise reports, documentation, and presentations for management and City leadership.
- Communicate technical information effectively to non-technical staff and provide excellent customer service, even in high-pressure situations.
- Build consensus with staff and other departments to ensure successful completion of support projects and service improvements.
- Operate computers and office software applications, including word processing, spreadsheets, and databases, to prepare reports and track performance metrics.
- Establish and maintain effective working relationships with staff, vendors, and those contacted in the course of work.

EDUCATION AND EXPERIENCE

Education: Equivalent to an Associate's degree from an accredited college or university with coursework in Computer Science, Management Information Systems or closely related field.

Experience: Five (5) years of increasingly responsible professional information technology experience.

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OR

Experience: Seven (7) years of increasingly responsible professional information technology experience.

AND

At least one (1) year of the above experience must have been in a supervisory, senior, or lead capacity.

Preferred Experience:

- Supervisory or lead experience in a municipal or public-sector IT support environment
- Familiarity with remote support, mobile device management, and asset inventory systems
- Hands-on experience configuring and administering help desk ticketing systems and reporting tools
- Experience with Windows, macOS, iOS, Active Directory, Microsoft Office, Microsoft 365, and Microsoft Exchange is required.
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- Background in coordinating citywide or organization-wide technology rollouts and deployments
- Demonstrated ability to develop knowledge base articles, user guides, and training materials
- Experience implementing customer service programs or initiatives designed to improve end-user satisfaction

LICENSES AND OTHER REQUIREMENTS:

Possess a valid California Class C driver's license.

Willingness and ability to work the hours necessary to accomplish the assigned duties including before and after normal work hours; be available for technical support and emergencies; attend meetings, seminars, conferences, and training classes during work and non-work hours; travel out of town and/or out of state for several days at a time.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

Indoor & outdoor work environment.

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Subject to noise from equipment operation.
Emergency callouts.
Seasonal heat and cold or adverse weather conditions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching to reach computer equipment.
Seeing to view a computer monitor.
Lifting and carrying moderately heavy computer equipment.

HAZARDS:

Exposure to chemical fumes and odors.
Working around and with machinery having moving parts.