



DALLAS COUNTY JOB DESCRIPTION

Job Title:	Assistant Chief - IT Customer Service	Job Code:	7001400	Job Grade:	MM
Reports To:	Chief Information Officer	Pos. No:	New	FLSA Code:	E
Department:	Information Technology Services	Loc. Code:	2010001	SIC Code:	9311
				WC Code:	8810
Division:	Customer Service	CS Code:	B	EEO Code:	B01

Summary of Functions: Manages the customer service operations in the areas of desktop administration, end user computer images, desktop inventory management/control, desktop technology refresh, help desk and customer training. Directs, establishes, plans and implements the policies and procedures to support the organization's PC support services. Manages the deployment, maintenance, desktop PC, hardware, software, operating systems and distributed printers. Ensures that the end user is trained on the utilization of current technologies and applications.

Management Scope: Manages all exempt and nonexempt staff members and contractors providing customer service, desktop support, training and desktop configuration support. Supports approximately 4,700 desktop computers and 6,000 users.

Duties and Responsibilities:	% of Time	Essential Non-essential
1. Oversees infrastructure services, including desktop administration, help desk, customer training; and coordinates customer acceptance testing and moves, additions, deletions and changes.	40	E
2. Develops and oversees project work plans and schedules; determines and allocates resources; identifies and resolves issues.	25	E
3. Hires, trains and supervises customer service staff; monitors compliance; and provides technical advice and assistance to staff, management and departments.	15	E
4. Provides input for operating unit budgets to ensure resources are efficiently and effectively utilized, and that the work plans support the budget.	05	E
5. Facilitates relationships with other departments to govern operations, maintenance and costs.	05	E
6. Develops and tracks metrics to assure deployment of labor and resources for optimized services.	05	E
7. Performs other duties as assigned.	05	N

Minimum Qualifications:

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university in Computer Science, Information Technology, or in a job related field of study. Five (5) years of management related experience in a customer service operation, desktop administration, User Acceptance Testing, end user training, end user requirements support and help desk services.

Special Requirements/Knowledge, Skills & Abilities:

Experience with and a knowledge of help desk operations with ability to drive end user quality delivery of services. Experienced in Six Sigma implementations with record of improved customer service and support. Knowledge of information technology project methodologies, software development lifecycle in a relational database and development environment, enterprise architecture, and technology operations. Skilled in the use of standard software applications. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Must possess a valid Texas Driver's License, with a good driving record.

Physical/Environmental Requirements:

Standard office environment.

Hay Points/Point Factor:

KH: FII3 350 pts, PS: F4 (50%) 175 pts, AC: E2P 200 pts, TTL: 752 pts, KH/PS/AC: 48-24-28, Profile: +1

Supervisor Signature _____

Date _____

Reviewed by Human Resources/Civil Service on

Date 05/06

Approved by Civil Service Commission on

Date 05/15/06

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.