



# Brazos County Job Description

Last Updated: October 2022

Template Revision 1.2 08/15/2012

<b>Class Number:</b>	B1248	<b>Title:</b>	Senior Services Manager
<b>Pay Group:</b>	31	<b>Department:</b>	Information Technology
<b>FLSA Status:</b>	Exempt	<b>Reports To:</b>	Chief Information Officer
<b>Approved Date:</b>		<b>EEOC Category:</b>	Professionals

## General Summary:

Organizes and supervises the tasks of the Services Group into a focused effort, based on the needs of department heads, end users, and the directives of the CIO. Must possess management skills and be able to multi-task between several projects with varying priority levels and complexities. Must have strong interpersonal skills to enable effective communication with department heads, judges, and other staff members. Able to interpret the requirements of various requests into an efficient use of technology, human resources, and available budgeted funding.

## Essential Duties:

Coordinate and manage the Services Group in these major focus areas:

- 1) developing and documenting hardware specifications
- 2) ordering, receiving, asset/inventory management, validating invoices, and responding to audits
- 2) delivery of end-user support, incident tracking and reporting, help desk and related support services
- 3) development and delivery of training to IT staff and other County employees
- 4) provision of audio video, surveillance, and structured cabling installation, support, and services

Hold staff meetings to discuss the current workload, outstanding issues, and ongoing projects, and to plan for upcoming events.

Work with the CIO, Senior Network Administrator, and the Senior Systems Analyst to organize and distribute the current workload, to plan for upcoming changes, and achieve project implementations, and hardware and software systems deployments.

Brief the CIO with progress updates when needed. Assist the Project Manager in managing major projects. Attend meetings when necessary; Prepare memos and status reports of ongoing projects; Maintain up-to-date knowledge of computer hardware and software.

Plan, design, document, and implement capital improvements projects and assist with capital and operations budget preparation.

Assist in developing specifications for, and evaluating responses to, Requests for Proposals.

Oversee the design, installation, and testing of copper, fiber, and wireless network extensions for services distribution.

May be on-call and some overtime and/or weekend/holiday work may be required.

Other Duties as assigned.

## Supervision

<b>Received:</b>	General instruction, task assignment and prioritization, and periodic performance evaluations
<b>Given:</b>	This position is responsible for the supervision of the Services Manager, the Senior Trainer, and the Senior Audio Video Specialist including guiding and reviewing their work, conducting periodic performance evaluations, and mentoring.

## Education

<b>Required:</b>	Bachelor's degree in Computer Science, or a related field, plus four years of management experience, or any equivalent combination of education and experience which provides the required knowledge, skills, and abilities.
<b>Preferred:</b>	MS in Computer Science, Computer Engineering, MIS, or related field.

## Experience

<b>Required:</b>	Previous leadership/supervisory experience; effective communication skills and the ability to interact professionally with a diverse group of clients and staff; demonstrated success with administrative and organizational skills; ability to manage and supervise teams and projects; ability to work productively in teams; experience and ability to teach or instruct others (including persons who do not have a technical background), experience prioritizing tasks and delegating responsibility.
<b>Preferred:</b>	Previous experience managing a diverse group of ten or more professionals for at least two years, previous recent experience working for a government agency.

<i>Certificates, Licenses, Registrations</i>	
<b>Required:</b>	None required
<b>Preferred:</b>	

<i>Physical Demands</i>	
<b>Typical:</b>	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to type; reach with hands and arms; and talk and hear. The employee frequently is required to stand and walk. The employee must occasionally lift and/or move objects weighing up to 40 pounds, such as computers, printers, stacks of records, or other similar objects. Specific vision abilities required by this job include close vision, and ability to adjust focus.

<i>Knowledge, Skills, &amp; Abilities</i>	
<b>Typical:</b>	To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

<i>Work Environment</i>	
<b>Typical:</b>	The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate, but may be noisy or distracting. The employee is required to perform multiple tasks simultaneously and to perform tedious and exacting work. The employee may be required to work closely with others as part of a team or perform required job functions remotely, to work under time pressures to meet deadlines, and to work in emergency situations.