



Brazos County Job Description

Last Updated: October 2022

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Class Number:	B1242	Title:	Services Manager
Pay Group:	27	Department:	Information Technology
FLSA Status:	Exempt	Reports To:	Senior Services Manager
Approved Date:		EEOC Category:	Professionals

General Summary:

Organizes and supervises the tasks of the Help Desk and the Network Technicians into focused efforts, based on the needs of department heads, end users, and the directives of the Senior Services Manager. 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:

Other duties may be assigned. Manages the efforts of the Network Technicians including budgeting for conferences and training, timesheet approval, and attending weekly meetings to discuss the current focused workload and plan for upcoming events. Works closely with Services Group members to ensure they have the necessary time and material to complete their tasks, including the rollout of hardware. Briefs the Senior Services Manager with progress updates when needed. Manages major projects; attends meetings and seminars when necessary; Prepares memos and status reports of ongoing projects; Maintains up-to-date knowledge of computer hardware and software, may be on-call, and some overtime and/or weekend/holiday work may be required. Assists with planning, designing, documenting, and implementing capital improvements projects and assists with Capital and M&O budget preparation. Is responsible for monitoring deliveries, receiving hardware, ensuring accurate documentation of shipment progress in RITM tickets, creation and maintenance of fixed asset records, and working with the Administrative Assistant and Specialist to ensure purchases are complete. Is responsible for the periodic replacement of batteries in datacenter UPSs and any required maintenance of the UPSs.

Other duties include the design, installation, and testing of copper, fiber, and wireless network extensions for services distribution and may include vendor selection and contracting for project implementation.

Other Duties as assigned.

Supervision	
Received:	General instruction, task assignment and prioritization, and periodic performance evaluations
Given:	This position is responsible for the supervision of the Senior Support Specialist, the Network Technicians, and the PC Specialist including guiding and reviewing their work, conducting periodic performance evaluations, and mentoring.

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

Experience	
Required:	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. Bachelor's degree in Computer Science, or a related field, or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.
Preferred:	Previous experience managing a diverse group of 10 or more professionals for at least two years, previous recent experience working for a government agency.

Certificates, Licenses, Registrations	
Required:	None required
Preferred:	

<i>Physical Demands</i>	
Typical:	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, & Abilities</i>	
Typical:	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>	
Typical:	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.