

**BUTLER COUNTY COMMISSIONERS PERSONNEL OFFICE
ANNOUNCEMENT OF VACANCY**

Posting Date: 06/15/2022

Response Deadline: 06/26/2022

* RESUMES WILL BE ACCEPTED UNTIL THE POSITION IS FILLED.

Agency: Information Services	Job Title: Technical Support Supervisor
Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/>	Bargaining Unit Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Overtime Exempt Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Salary: \$61,131.20 - \$89,648.00
Work Location: 315 High Street, Hamilton, OH	Hours of Work: M-F 8:00-4:30

ESSENTIAL FUNCTIONS:

Manages and Monitors the processing of incoming calls to the helpdesk via telephone, incident portal and e-mail to ensure courteous, timely and effective resolution of end user issues; Tracks and analyze trends in Service Desk requests and generates statistical reports and documentation; helps develop and maintain Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes.

Supervises, assigns work, conducts performance evaluations, and directs the activities of assigned personnel on a daily and project-by-project basis; Oversees assigned support staff and ensure that end users are receiving the appropriate assistance, including the responsibility of managing all procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of help desk functions.

Ensures that assigned support staff has excellent communication, problem solving and professional phone etiquette skills for achieving customer satisfaction; ensures that customer complaints are resolved in a professional manner; educate customers about organization's products or services; Contributes to escalated problem resolution by giving in-person, hands-on support to end users when necessary.

Supports managers and business owners to define systems goals, and identify and resolve systems issues; works closely with Infrastructure and Application Managers on projects and critical issues; performs moderately complex analyses related to existing or proposed technologies, leading to new or revised procedures. Recommends and implements changes in equipment, business systems, and procedures.

Reviews and monitors enterprise systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure. Responds to "production down" problems on 24 hour basis.

REQUIRED QUALIFICATIONS:

- A related Bachelors' degree with 2 years of progressive IT experience or a related Technical/Associate's Degree with 4 years of progressive IT experience, and
- Three (3) year's team leadership, supervisory or management experience; or
- Any combination of education, training, and/or experience equivalent to the minimum qualifications stated above.

SELECTION PROCEDURE: Resumes and Interviews

SUBMIT COVER LETTER AND RESUME TO:

resumes@bcoho.us

Butler County Commissioners' Personnel Office

315 High Street, Suite 640

Hamilton, OH 45011

(Indicate job title in subject line.)

BUTLER COUNTY WILL CONSIDER INTERNAL APPLICANTS PRIOR TO EXTERNAL APPLICANTS

Pursuant to the Americans With Disability Act of 1993, Butler County will consider all qualified applicants for employment, including persons with disabilities. The applicant must be able to perform the essential functions of this job with or without reasonable accommodation. Upon the request of any qualified applicant, this office will evaluate any reasonable accommodation that may be needed to enable a disabled person to participate in the application process or perform these essential duties.

AN EQUAL OPPORTUNITY EMPLOYER