

JOB OPENING ANNOUNCEMENT

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Employment Hotline 650-508-6308

March 22, 2024

TITLE: IT Operations Supervisor
EMPLOYMENT TYPE: Exempt (Full-Time)
DIVISION: Division of Innovation and Technology
APPLICATION DEADLINE: **Sunday, May 5, 2024 (1st cutoff April 21, 2024)**
PAY RANGE: **\$1,913.67 - \$2,870.51 weekly (\$99,511 - \$149,267 estimated annual)**
WORK LOCATION: San Carlos, CA

JOB SUMMARY: The San Mateo County Transit District is seeking a highly technical IT Operations Supervisor to join our team. Under the supervision of the IT Operations Manager, the Supervisor will coordinate the efficient and effective operations of the Help Desk team for the District, including work direction and supervision of Help Desk staff and coordination with other District information technology staff. This position is responsible for planning, assigning, and directing work; documenting and gaining approval for all help desk support procedures and system documentation; and assisting team members in answering calls, addressing service or escalation issues, and applying independent decision making to resolve problems or escalate problems to management. The IT Operations Supervisor develops regular reports on help desk contacts, ensures that service levels are met, identifies trends and makes recommendations for service improvements, and provides budgetary recommendations to management for service growth and/or improvement.

IT Operations Supervisor will work closely with various users in San Mateo County Transit District (SamTrans), the Peninsula Corridor Joint Powers Board (Caltrain), and the San Mateo County Transportation Authority (TA) and other departments and is responsible for managing all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of Help Desk functions. The role will also contribute to problem resolution by giving in-person, hands-on support to end users at the desktop level.

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Supervise help desk support staff's daily activities ensuring timely and professional delivery of technical support for calls on computers, core software products, and related hardware peripherals.
- Plan, organize, and direct the work of help desk support staff, including Help Desk Specialists; schedule shift coverage; evaluate and document performance and recommend disciplinary action when necessary; and review staff work for accuracy and timely completion of assigned duties.
- Act as the subject matter expert and point of contact in problem and major incident resolution.
- Document, track, and report on software and hardware malfunctions; ensure that detailed descriptions of user's problems are documented in the ITSM; prioritize requests and label according to established procedures.
- Train help desk staff on areas of responsibility, new technology, and support procedures. Ensure help desk staff provides consistent, high-quality, and professional service, including communication and telephone skills.
- Proactively identify process improvement opportunities, including end-user training tools, onboarding, and documentation.
- Monitor help desk activities and respond to inquiries; provide technical troubleshooting, determine type of request, diagnose and provide solutions or escalate complex problems to appropriate personnel as required, and ensure proper problem notification procedures are being followed.
- Develop queries to track and follow-up on reported problems; notify users of completion of requests; ensure accurate contact and problem resolution records are maintained.

- Provide management reports on help desk operations and issues, including recommendations for areas of service or technology improvements.
- Manage the inventory of IT assets and coordinate purchase of equipment.
- Supervise staff. Hire, mentor and take appropriate corrective action and/ or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection of staff. Coordinate staff training and professional development. Establish performance objectives. Monitor and evaluate employee performance.

EXAMPLES OF DUTIES:

- Manage escalations of user issues and assist in resolving complex technical issues.
- Provide on call support as required. Some weekend or after-hours work may be required.
- Develop reports and extract data from Help Desk Service Management system.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain current knowledge of various systems applications and operations.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Troubleshoot, diagnose, and repair basic network, systems, and applications malfunctions.
- Perform all job duties and responsibilities in a safe manner to protect one’s self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Works under the general supervision of the IT Operations Manager who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor’s degree in computer science or related field or Associate degree with relevant journey level experience.
- At least three (3) years of full-time progressively responsible experience in IT.
- Experience performing a variety of progressively responsible technical and/or analytical tasks for computer systems or services.
- Experience with Microsoft Windows operating system, 365 Suite and core software.
- Two (2) years full-time supervisory experience.

PREFERRED QUALIFICATIONS:

- Excellent customer service skills.
- Able to communicate technical procedures and requirements to all types of users.
- Able to communicate effectively both orally and in writing.
- Effective writing for documenting support procedures.
- Able to understand and follow oral and written directions.
- Able to work cooperatively with others and independently with little oversight.

SELECTION PROCESS MAY INCLUDE: The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

The selected candidate will be required to commute to the various divisions/location as needed to meet operational needs.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:

For additional information on SamTrans benefits, please visit, <https://www.samtrans.com/jobs>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 26 days per year
Cafeteria Plans:	Medical, dental, vision care, group life insurance and more
Transportation:	Free Bus Transportation for employees and qualified dependents
Work Location:	Select positions are eligible to work remote up to 50% of the time
Pension:	Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none">• Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation• New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by **11:59 p.m. on Sunday, May 5, 2024 (1st cutoff April 21, 2024)**. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.