

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



INFORMATION TECHNOLOGY SERVICE MANAGER

JOB CODE: 20156

PAY GRADE: 26

PAY RANGE: \$75,468 - \$120,748

GENERAL DESCRIPTION

Under the general supervision of the Assistant Director of Information Technology, this position manages the requirements, planning, organizing, and implementation of IT Service Management (ITSM) initiatives to continually measure and improve IT services throughout the Pinellas County Sheriff's Office (PCSO), while working with IT and other Bureau personnel integrating ITSM methods and practices throughout the enterprise. Work is reviewed through observation and results obtained.

SUPERVISES OTHERS: Yes

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Responsible for their subordinate employee's welfare and care, individual training in the conduct of their duties and mentoring
- Reviews subordinates work performance, conducts open and honest performance counseling, appraisals and evaluated conditions of performance, initiates corrective action and/or disciplinary action as necessary
- Ensure subordinates meet agency standard in personal appearance, maintains and accounts for materials and agency equipment as prescribed by Sheriff's Office policy, special or General Orders and Standard Operating Procedures (SOPs)
- Influences and supports the culture, values and standards of the IT organization.
- Directs, motivates and develops key staff, maximizing their individual contribution and professional growth.
- Oversees the activities of training, communication, change management, and Information Technology support.
- Supervises and leads all aspects of a team of professionals dedicated to service improvement within the organization.
- Formulates and deploys long-term strategic plans for implementing a Service Management philosophy and practice within IT based on the IT Infrastructure Library (ITIL) framework.
- Reviews business case justifications and cost/benefit analyses for process changes.
- Establishes and maintains regular written and in-person communications with peers, bureau and division leaders, and end users regarding pertinent IT activities.
- Maintains a working knowledge of PCSO core business processes to allow for the effective application of practical solutions and efficiency opportunities.

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- Develops and implements project management tools and techniques to ensure consistent application and approach of the ITSM process throughout the department.
- Develops and implements performance metrics and tracking mechanisms to capture process efficiency and effectiveness.
- Leads and partners with PCSO leadership for Continuous Process Improvement.
- Monitors and manages an on-going metrics and benchmarking program to qualify and quantify success and IT value to the business of PCSO.
- Manages best practices for measuring Information Technology business processes by designing, implementing, auditing, and continually improving IT services provided.
- Creates and manages a centralized Help Desk function for the enterprise.
- Improves and manages all technology asset tracking across the organization.
- Plans and implements Change Management, Configuration/Asset Management, Incident and Problem Management, Disaster Recovery and Business Continuity best practices, and the Help Desk function.
- Communicates with various levels of the organization to gather and articulate business and solution needs to better support continual process improvement. Manages and performs a broad range of complex activities and assignments and coordinates activities that require effective multi-tasking adhering to applicable divisional business processes.
- Contributes to and executes project plans or schedules and coordinates requirements, tasks, work assignments, resources, and critical milestones effectively prioritizing tasks for individuals and work groups.
- Identifies and analyzes problems, making logical judgments on information to make data-driven decisions.
- Troubleshoots process problems and provides timely, efficient, and effective solutions to process and organizational problems.
- Takes ownership of urgent cross-sectional subject matter issues and leads teams to resolve controversial problems in a timely manner.
- Recommends and implements changes to improve operational efficiencies.
- Prepares, executes, and implements reports, plans, and projects.
- Makes and delivers informal and formal presentations, both verbally and in writing, to peers, managers, and customers at various levels of the organization using clear, concise and effective communication.
- Performs other related work as assigned or required.
- Participates in Sheriff's Office recruitment and community relations activities as directed.

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Regular and reliable attendance is required as an essential function of the position.

This position is considered essential and, in the event of an emergency or natural disaster, will be required to report to work.

This list is not intended to be all-inclusive and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Information Technology, Computer Science, Computer Technology, or related field AND
- Three (3) years' experience which includes two (2) years' professional team leadership or supervision in the assigned subject matter tasks; OR
- Graduation from an accredited college or university with an Associate's Degree in Information Technology, Computer Science, Computer Technology, or related field AND
- Five (5) years' experience which includes two (2) years' professional team leadership or supervision in the assigned subject matter tasks; OR
- High school graduation or equivalent diploma from an institution accredited by an accrediting body recognized by the U. S. Dept. of Education or licensed as a degree granting institution by the Commission for Independent Education AND
- Eight (8) years' technical and professional experience in information technology and IT customer service which includes two (2) years' of professional leadership or supervision in the assigned subject matter OR
- An equivalent combination of education, training, and experience.
- ITIL Foundation certification, ITIL Practitioner/Intermediate or ITIL Expert certification or ITIL Service Manager/Master certification preferred.
- Must possess a valid Florida driver's license
- Consideration for this position requires a credit check

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to create reports, respond to surveys, create statistical summaries, and write and revise policies, letters memos, etc.
- Ability to identify existing or potential problems and to develop ways to resolve issues.
- Working knowledge of the functions, activities, requirements, and objectives of the area assigned.
- Exercise sound judgment, initiative, problem solving, and conflict management skills.
- Skilled in ITIL, COBIT, or Lean Six Sigma process.
- Knowledge of agency budget development and management procedures.
- Ability to operate equipment and instruments utilized in meeting job requirements and



operational responsibilities.

- Ability to motivate staff and fellow employees by directing and modifying procedures and controls; encourage employee behavior to achieve both personal and agency goals in order to fulfill the mission of the agency; ability to establish, build, and maintain good working relationships with all levels in agency.
- Ability to review and/or complete personnel evaluations of staff in accordance with agency policies to ensure they are fair and impartial, and accurately reflect the job the employee performs.
- Skilled in supervisory, coaching, and leadership techniques.
- Ability to communicate effectively both verbally and in writing; ability to communicate complex information to non-technical people in group settings.
- Time management and organizational skills.
- Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace.

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel, or twist