

To perform this job successfully, an individual must have a strong background in IT operations and be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.

IT Operations Team Lead

Department: Administration
Pay Grade: 515
FLSA Status: Non-Exempt
Job Code: A115

JOB SUMMARY

The IT Operations Team Lead plays a crucial role in the organization, overseeing a team that delivers comprehensive desktop solutions and advanced technical support across various platforms, including applications, systems, software, hardware, mobile devices, audio/visual, and networking. The incumbent will lead efforts to support both personal computer and telecommunication user environments, utilizing remote tools, telephone assistance, and on-site visits as needed. This position operates within the City's Information Technology Division, delivering professional-level support services.

ESSENTIAL JOB FUNCTIONS

Team Leadership:

- Leads, mentors, and coaches a team of IT professionals, fostering their growth and development.
- Assigns tasks, sets priorities, and monitors progress to ensure timely project completion.
- Cultivates a team culture of collaboration, innovation, and continuous improvement.

Operations Leadership:

- Provides on-site and remote support within the City's computing and telecommunication environment.
- Performs installation, maintenance, troubleshooting, and upgrades for personal computer systems and equipment.
- Assesses user training needs and guides practical application usage.
- Stays abreast of relevant policies, procedures, and advancements in the field.

Incident and Problem Management:

- Addresses escalated technical issues and incidents promptly, minimizing disruption to business operations.
- Conducts root cause analysis for recurring problems and implements preventive measures.
- Manages incident and problem resolution processes, including logging and reporting.

System Administration and Support:

- Administers, troubleshoots, and upgrades mobile devices, ensuring adherence to IT standards.
- Provides technical support for smartphones and mobile devices across various platforms.
- Manages telecommunications systems, including desktop phones and wireless emergency call boxes.
- Oversees asset inventory control and mobile device management.

Documentation and Reporting:

- Provides professional-level service, support, and documentation to end-users and stakeholders.
- Monitors inventory levels and procures necessary materials for work activities.
- Communicates effectively with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work and resolve issues.
- Manages documentation and correspondence related to IT operations.
- Performs other duties as required.

MINIMUM QUALIFICATIONS**Education and Experience:**

- Associate's degree in computer science or a closely related field is required.
- Minimum of one (1) year of experience in personal computer support.
- Equivalent combination of education, training, and experience may be considered.
- Must possess the requisite knowledge, skills, and abilities for the role.

Licenses or Certifications:

- NONE

Special Requirements:

- On-Call work

Knowledge, Skills, and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary for effective performance in the position.
- Proficiency in reviewing, classifying, categorizing, prioritizing, and analyzing data, including exercising discretion in data classification and referencing established standards to recognize interactive effects and relationships.
- Skill in applying principles of persuasion and influence to coordinate activities within projects, programs, or designated areas of responsibility.
- Capability to overhaul, restore, renovate, construct, or rebuild equipment and machinery while adhering to prescribed standards and specifications, including operating and controlling the actions of such equipment and machinery.
- Proficient use of reference, descriptive, advisory, and design data and information.
- Strong mathematical skills, including addition, subtraction, multiplication, division, decimals, percentages, fractions, and interpretation of graphs.
- Ability to apply principles of influence systems such as motivation, incentive, and leadership and exercise independent judgment to develop problem-solving approaches and techniques.
- Demonstrated judgment, decisiveness, and creativity in evaluating information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work involves light physical exertion, typically requiring some combination of stooping, kneeling, crouching, and crawling. It may also involve lifting, carrying, pushing, and pulling objects and materials weighing 12-20 pounds. Tasks may require extended periods at a keyboard or workstation. The ability to perceive and discriminate colors, shades, sounds, odor, depth, texture, and visual cues or signals is also necessary. Some tasks also require oral communication skills.

WORK ENVIRONMENT

Regular work involves exposure to adverse environmental conditions, such as dust, electric currents, or bright/dim light.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.