

USER SERVICES MANAGER

DEFINITION: Under general direction, performs management, supervisory and administrative duties in directing the Desktop Management Section of the Department of Information Technology; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Provides administrative and managerial direction to the Desktop Management User Service Group; provides a variety of user support services to tribal departments and programs; meets with departments to determine end user and departmental needs; researches best solutions for needs related to current and emerging technology; ensures acquisitions are compatible with current Information Technology infrastructure and standards including future upgrades and enhancements; prepares and reviews cost-benefit and requirements analysis for large- and small-scale information systems projects.

Manages multiple large-scale and small-scale information systems projects; develops and reviews information systems standards; assists in developing or reviewing design of information systems; assists in the review of new hardware and software as requested; meets with vendors as required; assists in developing or reviewing documentation for information systems; assists clients in determining automation objectives for their programs; provides help desk and/or problem determination services to users; assists users by determining and/or troubleshooting problems related to operational, procedural and administrative functions of network and/or hardware and/or software.

Assists in installation, implementation, and support of applications; installs, maintains and repairs basic hardware components; acts as liaison between users, information systems technical support staff and vendors; responds to service calls for user services; provides technical assistance to user services staff in the resolution of difficult technical problems; prepares long and short term plans, budget requests and special reports for the Director; prepares a variety of technical and administrative reports.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and Tribal laws, rules, regulations and guidelines related to Management Information Systems.

Knowledge of computer hardware, software and peripherals.

Knowledge of the installation, diagnosis, maintenance, and repair of computer systems.

Knowledge of systems management and administration methods, practices and procedures.

Knowledge of research, analysis and project management.

Knowledge of electronic data processing equipment capabilities.

Knowledge of modern organization and management principles.

Knowledge of effective supervision; good knowledge of budgeting and fiscal control policies.

Knowledge of functioning and use of information systems and technology.

Knowledge of data processing and data communications equipment.

Knowledge of concepts of network and microcomputer operating systems.

Knowledge of interpersonal skills

Skill in planning and implementing computer systems, services and programs for governmental entities.

Skill in overseeing and performing systems analysis customizing software to meet individual users or department needs.

USER SERVICES MANAGER

- Skill in utilizing public relations techniques when responding to inquiries and complaints.
- Skill in prioritizing, scheduling, assigning, reviewing and evaluating work.
- Skill in establishing and maintaining effective working relationships.
- Skill in oral and written communication skills
- Skill in technical problem solving skills
- Skill in analyzing and troubleshooting simple operational and data communications problems.
- Skill in following oral and written instructions.
- Skill in establishing priorities and meeting deadlines and objectives.
- Skill in effectively using equipment and personnel resources.
- Skill in communicating effectively with a wide variety of individuals at all organizational levels.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort primarily in an office setting.

MINIMUM QUALIFICATIONS: A Bachelor's degree in Computer Science, Computer Information Systems, Business Administration or closely related field; and three (3) years of progressively responsible experience in analysis of systems, operations and procedures; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.