

Market Range Detail - IT Technical Support Manager

Effective Date

April 28, 2014

Market Range Title Description

Responsible for managing, typically through subordinate supervisors, the activities of one or more information technology operations support areas such as computer operations, PC/LAN support, and help desk. Duties include recognizing, identifying, isolating and resolving problems with information system products and services; developing and implementing customer services strategies and technologies; advising departmental management on organizational and workflow related issues to improve efficiency and utilization; establishing operational procedures; overseeing the purchase, installation and configuration of equipment; participating in strategic planning and goal setting. Manages and develops first line supervisors, technical and administrative staff including hiring, training, and performance management.

Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$34.65	\$45.05	\$55.44

Likely Minimum Qualifications

- Bachelor's degree in a Computer Science or a related field
- At least 7 years related work experience which includes a minimum of 3 years of management and/or supervisory experience
- Other combinations of education and experience may be considered in substitution for the minimum qualifications

Working Titles

- Computer Operations Manager
- IT Operations Support Manager
- PC Support Manager
- Technical Support Manager

Glossary:

Market Range Title: Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

Effective date: The date the salary range was implemented for use.

Market Range Title Description: Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

Likely Minimum Qualifications: Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

Market Range: The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

Hiring Range: The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

Working Title: The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.