



GROUP MANAGER, TECHNICAL SUPPORT SERVICES

FC: 0000056
PB: 11
FLSA: EXEMPT

PC: 950
BU: 95
Created: October 2011

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Plans, directs, manages and oversees the activities and operations of the diverse and autonomous assigned areas within the department including the development of programs, contracts, budgets, and schedules; overseeing the development and implementation of policies & procedures for assigned divisions, coordinates assigned activities with other departments and outside agencies; provides highly responsible and complex budgetary and administrative support to the assigned Chief and/or Department Manager, and performs related duties as assigned.

CLASS CHARACTERISTICS

This class manages through division managers, supervisory and professional staff, all services and activities relating to the development, preparation and dissemination of procedures, standards, directives, and financial guidelines throughout the Department related to development of new practices, project scopes, contracts, budgets and schedules, and technical support services. The incumbent is accountable for accomplishing departmental goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Chief and or Department Manager in that the latter has overall responsibilities for all Department management functions.

REPORTS TO

This position reports to Department Manager or his/her designee

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assumes full management responsibility for all department services and activities including the development of new contracts, training programs, drafting and configuration control practices, budgets and schedules, and

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- technical support services; recommends and administers policies and procedures.
2. Manages the development and implementation of departmental goals, objectives, policies and priorities for each assigned service area.
 3. Establishes, within District policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
 4. Plans, directs and coordinates, through subordinate level staff, the service area work plans; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
 5. Assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
 6. Develops and administers administrative and/or_maintenance schedules, contracts, and work plans; develops work directives for professional contracts; monitors and tracks contracts to ensure compliance with District policies, procedures, rules and regulations.
 7. Implements financial management systems for assigned department programs, and provides comprehensive budget reporting and analysis.
 8. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
 9. Oversees and participates in the development and administration of the department budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
 70. Explains, justifies and defends department programs, policies and activities; negotiates and resolves sensitive and controversial issues.
 81. Represents the assigned group to other departments, elected officials and outside agencies; coordinates assigned activities with those of other departments and outside agencies and organizations.
 92. Provides staff assistance to assigned higher level management staff; participates on a variety of boards and committees; prepares and presents staff reports and other necessary correspondence.

103. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public transportation development.
14. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of comprehensive operating and capital

budget programs.

Operational characteristics, services and activities of a comprehensive maintenance programs.

Operations, services and activities of comprehensive maintenance, installation and repair programs including routine and critical maintenance activities.

Principles and practices of project control and administration.

Principles and practices of policy development and administration.

Principles and practices of contract administration.

Operational characteristics of financial information systems applications.

Principles of business letter writing and report preparation.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations.

Skill in:

Managing public transit development finance and administration projects.

Overseeing and directing the management of maintenance reporting, budget and payroll systems.

Overseeing and participating in the management of a comprehensive operating budget

program.

Developing and administering departmental goals, objectives and procedures.

Analyzing and assessing policies and operational needs and making appropriate adjustments.

Identifying and responding to sensitive community and organizational issues, concerns and

needs.

Delegating authority and responsibility.

Planning, organizing, directing and coordinating the work of lower level staff

Selecting, supervising, training and evaluating staff.

Researching, analyzing and evaluating new service delivery methods and techniques.

Developing program standards for project control, finance and administration.
Developing and administering maintenance schedules and work plans.
Ensuring project compliance with contract guidelines.
Monitoring project funding availability and funding requirements.
Preparing clear and concise administrative and financial reports.
Preparing and administering large and complex budgets.
Interpreting and applying applicable Federal, State and local policies, laws and regulations.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in finance, economics, business administration or a closely related field from an accredited college or university.

Experience:

Five (5) years of (full-time equivalent) verifiable financial administration experience in the assigned area which must have included at least three (3) years of management and administrative experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time.

EEOC Code:

Safety Sensitive Designation: