INFORMATION MANAGEMENT-CUSTOMER SERVICE MANAGER

Recruitment Begins: Friday, April 25, 2014
Recruitment Ends: Friday, May 16, 2014
Department: ADMIN - Information Management
Salary: $37.80 - $49.05

Class Specification:
Information Management - Customer Service Manager

Examination:
INFORMATION MANAGEMENT - CUSTOMER SERVICE MANAGER (ACHIEVEMENT HISTORY QUESTIONNAIRE)

Job Description

INFORMATION MANAGEMENT CUSTOMER SERVICE MANAGER

The Dane County Department of Administration, Division of Information Management in Madison, Wisconsin is seeking a motivated individual to join its team of technical support professionals. This position supervises the activities of the Information Management Help Desk Team, manages the problem-resolution process for technology in Dane County across multiple hardware and software platforms, and designs plans for and implements new technology for a large county government. Duties include providing leadership and guidance for IT professionals; recruiting IT professionals to the Help Desk Team; training team members on the latest technology, applications, and procedures; developing and implementing training plans for users; creating and implementing processes and procedures designed to enhance workflow efficiency and improve customer service; developing plans for and implementing new technology; managing and completing projects; tracking software licenses; maintaining a central source of information about outages, maintenance, and expected service levels; monitoring the issue tracking database; ensuring problems are resolved to the satisfaction of customers; facility planning for information technology needs. Requirements include any combination of training and experience equivalent to a Bachelor’s degree in computer science, information systems, business administration, or related field. Additionally, a minimum of two years supervisory experience in a complex technical environment. Well qualified candidates will have significant customer service experience. Final candidates will be subject to a criminal background check. Starting hourly wage is $37.80 with increases to $49.05 and excellent benefits including fully paid health and dental insurance for full time employees, along with contributions towards retirement, and short/long term disability. Additional benefits available include long term care, vision coverage, flex spending account and deferred compensation programs paid in full by the employee. Exam: Achievement History Questionnaire must be returned with the completed application form.

Recruitment ends 4:30 p.m., Friday, May 16, 2014. Application materials (including a resume and the Achievement History Questionnaire) must be submitted by the closing date above. An application postmarked by the closing date, but not received in the Employee Relations Division by the specified deadline will not be considered as having been filed in a timely manner. For application materials contact: Dane County Employee Relations Office, Room 418, City-County Building, Madison, Wisconsin, 53703, 608/266-4123, and for those with TTY equipment: Call WI Relay 711, or through the Dane County home page on the Internet at: www.countyofdane.com. Interested individuals must file a completed official Dane County employment application along with the responses to the Achievement History Questionnaire. Dane County is an Affirmative Action Employer operating under a Civil Service Merit System.