

## Posting Period

February 10, 2017 –  
Open Until Filled

## Compensation

Starting salary range is  
\$5,896/mo - \$7,665/mo

## Benefits

This position offers an excellent benefits package, including coverage for medical, prescription, dental and vision.

## FLSA Status

Non-Represented  
Exempt

## Department

Information Technology

## Reports To

Sr. Manager, IT  
Infrastructure

## To Apply

<https://careers.portoftacoma.com>



For question or inquiries, please  
contact the Human Resources  
Department at  
[hr@portoftacoma.com](mailto:hr@portoftacoma.com)



[www.portoftacoma.com](http://www.portoftacoma.com)

## Job Summary

The Manager, IT Service, manages the staff and responsibilities of the IT Service Desk for both the Port of Tacoma and Northwest Seaport Alliance (NWSA) organizations. This includes first line support services, support ticket management, and PC hardware and software deployment, management and planning. This position is responsible for ensuring that IT Service is managed appropriately to meet the requirements of the organization and that a high level of customer satisfaction and computer system reliability is maintained. This position manages the IT hardware and software asset inventories and works with other IT department members to ensure operational alignment between all functions.

## Essential Functions and Duties

- Oversees IT Service Desk management functions, including: ensuring timely and appropriate resolution of reported problems; appropriate logging and documentation of problems; scheduling staff to ensure appropriate coverage level, including after-hours projects as needed; personally providing technical support to computer and system users as required; and acting escalation path for difficult issues.
- Provides leadership to and manages performance of the IT Service and Support staff within the IT Department. Determines prioritization and distribution of assignments and workloads. Ensures IT Service and Support staff maintain an appropriate level of knowledge and skills.
- Responsible for group operational activities such as planning required routine maintenance and the application of hardware and software updates and patches.
- Serves as an active and engaged participant of the IT Management team. Works constructively with other departmental managers on activities such as departmental planning and budgeting and cross-departmental activities.
- Responsible for the computer equipment Asset Management program, including procurement of PC hardware and software for POT and NWSA, maintaining accurate inventories, performing physical audits, development of equipment replacement strategies, and ensuring the organized storage of equipment inventory.
- Manages, researches, and recommends options for software maintenance contracts and software licenses. Ensures compliance with all software License requirements.
- Ensures the development and maintenance of plans and documentation as required for the consistent and appropriate management of IT Service and Support functions.

## Required Experience and Education

Minimum education required is a Bachelor's in Computer Science or closely related field. MCP certification (Microsoft Certified Professional) or MCSE (Microsoft Certified Systems Engineer) certification is desirable.

Previous job experience required includes a minimum of five (5) years of increasingly responsible management experience in IT Service and Support. Previous job experience should include a minimum of five years of supervisory experience in a technical environment. Previous experience with ITIL/ITSM processes required, certification desired.

## Environmental Specialist - Recruitment #386

### Knowledge, Skills, Abilities & Other Work Characteristics

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The Port seeks candidates with a combination of strategic planning and expert hands-on knowledge of IT Service Desk operations and tools. This position requires excellent troubleshooting, problem solving and customer service skills. The ability to successfully work on/oversee multiple projects and issues concurrently is crucial, as are strong coaching, collaboration and facilitation skills. Successful candidates will also possess excellent planning, organizational and project management skills.

The ideal candidate will have extensive knowledge of Windows Operating Systems, Application Software and PC Hardware and equipment. Must possess the ability to think strategically and understand the business requirements behind technical initiatives.

The desire to proactively seek out solutions and technologies that will enhance the business and technology strategies of the Port, as well as educate themselves on emerging technologies and be a lifelong learner, is essential. This position requires the ability to articulate, explain and present complex plans to groups of varying technical understanding, and provide customers with consistent, proactive, professional, high quality, customer oriented services.

This individual must demonstrate a caring customer service attitude, a strong commitment to operational excellence and be able to display behaviors and a commitment to the organization's core values. We value an individual who also brings an impeccable work ethic, is honest and models a high level of integrity. The Port of Tacoma wants candidates who display enthusiasm, energy and a drive to succeed. Under the direction of the Chief Executive Officer the organization's culture is built on the following values: Integrity, Customer Service, Competitive Spirit, Courage, Sustainability and Collaboration. The alliance seeks candidates who can align and model these values both internally and externally and understand what it means to carry out these values in their everyday work.

### Working Conditions

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Must be available to work any combination of days and hours as needed, including weekends and holidays, and availability for 24-hour on call status is required. Must be willing to travel to attend trade shows or training classes on an infrequent basis; may be required to work outside of regular business hours on an infrequent basis.

Duties and responsibilities are performed in an office cubicle environment. Must be able to tolerate some noise and frequent interruptions. Most of the duties are performed sitting, with the majority of the day spent operating a PC and telephone. Must have the ability to lift 20 lbs. May have to work with distressed customers to ensure customers' needs are met.

### Benefits

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As an employer of choice, the Port is proud to offer an excellent benefits package. This includes medical, prescription, vision and dental with no out of pocket employee premiums and full coverage for employee, spouse and all eligible dependents. In addition, the Port also offers vacation, twelve paid holidays, sick leave, bereavement leave, participation in the Washington State Public Employees' Retirement System (PERS) and a Port-funded Voluntary Employee Beneficiary Association (VEBA) account for out-of-pocket health related expenses for employees and their eligible dependents. The Port's excellent benefits package is valued between 45%-55% of base salary. Other excellent benefits are also available.

### Employment Eligibility

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In accordance with the Immigration Control and Reform Act of 1986, all persons offered employment must provide acceptable proof of identity and authorization to work in the United States. Proof will be required prior to employment.

**The successful candidate must possess (or obtain within 30 days of employment) a valid driver's license. Candidate must be able to successfully complete a post-offer substance abuse test (includes both drug and alcohol) and background investigation. Candidate must also be able to obtain/maintain a Transportation Worker Identification Credential (TWIC), which is a program managed by the Department of Homeland Security (DHS). Information on this program can be viewed at <https://www.tsa.gov/twic>.**

### Application Process

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All applicants **must** complete a Port of Tacoma application online at <https://careers.portoftacoma.com>. All applications must be submitted on or prior to the closing date. **Only applications meeting the qualifications based on the information provided may be considered for interview.**

(The conditions of employment for this position are "At-Will" which means that either the Port or an employee can terminate the employment relationship at any time and for any reason not prohibited by statute. No supervisor, manager or director of the Port, other than Chief Executive Officer, has the authority to alter these employment conditions.)

**THE PORT OF TACOMA IS AN EQUAL OPPORTUNITY EMPLOYER COMMITTED TO PROMOTING AND ENCOURAGING DIVERSITY IN THE WORKPLACE.**

