

**SECTION: CENTRAL ADMINISTRATION**

**AREA: CLASSIFIED PERSONNEL**

**TITLE: TECHNICAL SUPPORT OFFICE MANAGER**

**QUALIFICATIONS:**

1. Ability to use discretion and independent judgment.
2. Expertise in MS Office applications, web-design tools, and digital editing products.
3. Ability to learn about and work with technology with little or no supervision.
4. Experience with large scale technology projects.
5. Excellent verbal and written communication skills.
6. Experience with the development and maintenance of inventory databases.
7. Several years' experience with providing administrative support to multiple individuals.
8. Excellent organizational skills.
9. Understanding of technological as well as educational environments.
10. Experience answering help desk type questions.
11. Training experience preferred.

**REPORTING RESPONSIBILITY:**

The Technical Support Office Manager is directly responsible to the Supervisor of Technology K-12.

**JOB GOAL:**

The Technical Support Office Manager is responsible for providing administrative services to the technical team and for being a significant contributor to technology related projects. Furthermore, this individual will provide leadership in the use of technology to support administrative personnel. These services include the following:

1. Relieving the administrator and team members of important administrative details.
2. Modeling the effective use of technology to organize, manage, and maintain an efficient department.
3. Communicating with the public, staff, and vendors.
4. Exercising considerable independent judgment, initiative and discretion based on knowledge of administrative policies and procedures.

**TERMS OF EMPLOYMENT:**

Twelve-month contract. Benefits as described in Policy 4931, Benefits – District-Wide and Central Office Non-Instructional Personnel.

**PERSONAL EVALUATION:**

The Supervisor of Technology shall evaluate the Technical Support Office Manager in writing at least once each year. The evaluation shall be based in part on the performance of the responsibilities indicated in this position description. See Policy 4022, Evaluation of Staff.

**PERFORMANCE RESPONSIBILITIES:**

1. Works with all MS Office applications; maintains and develops new technology skills with little or no supervision.
2. Learns and contributes to large scale technology projects.
3. Receives telephone calls and visitors; ascertains nature of business and directs calls and visitors to appropriate person.
4. Works with databases and the district website.
5. Manages all technology related inventories and related materials.
6. Answers basic technical support questions and/or forwards to the appropriate technical support team member.
7. Initiates, manages, and closes automated technology trouble tickets.
8. Schedules and confirms appointments, meetings, deliveries, and pickups for the technology team.
9. Organizes technicians' schedules and implements technology emergency protocols.
10. Gathers vendor quote information and manages district wide technology purchases.
11. Develops technology related training materials and may provide group or one on one training.
12. Performs a variety of administrative tasks in relieving the administrator or team members of important details.
13. Composes correspondence; prepares a variety of reports and materials for administrator as well as team members.
14. Develops and maintains an efficient and comprehensive filing system which includes confidential materials.
15. Performs other duties incidental to the office or as assigned by the Supervisor of Technology.