

MANAGER OF USER SERVICES



Information and Technology Department

Purpose:

The Manager of User Services supervises and leads all District technology end-user support functions, including establishing strategies and priorities for efficient provision of support needs.

Reports to: Chief Information Officer

Nature & Scope:

The Manager of User Services works with significant autonomy under general supervision. As part of the IT leadership team, the incumbent plans and manages large-scale projects and initiatives. The nature of the work requires considerable independent judgment, as well as adherence to statutes, policies, procedures, regulations, and labor agreements. The incumbent interfaces daily with departmental staff, school administrative staff, school employees and outside professionals. The incumbent oversees a substantial unit within the Information and Technology Department with multiple direct reports.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Manages daily and long-term operations related to hardware and software technical support.
3. Develops, implements and documents user support standards, practices, and policies. In so doing, ensures accuracy and compliance with industry best practices regarding data security as well as relevant federal law, including the Family Education Rights and Privacy Act (FERPA) and the Health Insurance Portability and Accountability Act (HIPAA).
4. Supervises teams of Help Desk and Hardware Repair Technicians as well as Technology Support Specialists. Participates in the hiring, training and professional development of technical support staff.
5. Provides technical expertise to resolve escalated support issues.
6. Evaluates and recommends software and hardware solutions.
7. Participates in the creation of hardware and software standards.
8. Collaborates with other department and District leaders in planning for upgrades and enhancements to hardware and software.
9. Communicates highly technical information in a clear and concise manner to both technical and non-technical personnel.
10. Provides in-person and online training and tutorials to individuals and groups.

11. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
12. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook* and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess a Bachelor's Degree.
2. Must possess three year of experience in a supervisory or lead capacity.
3. Must demonstrate expert knowledge of user support workflow in an enterprise environment.
4. Must demonstrate expert technical knowledge of client/server operating systems, standard office applications and network connectivity configurations.
5. Must possess excellent written and oral communications skills.
6. Must possess a valid Oregon or Washington driver's license.

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Working Conditions:

The Manager of User Services works primarily within an office building and frequently within school buildings. The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The work environment may include exposure to unpleasant interior temperatures, dirt, and communicable diseases.

The incumbent is expected to maintain composure under heavy workload, handle multiple tasks simultaneously, and work quickly and accurately amid frequent interruptions. Regular travel to all school sites will be required as well as occasional statewide travel. Attendance at meetings or activities outside of the normal workday will also be required, including frequent, prolonged, and irregular hours including evening/weekend time.

Work Year: 12-month

Bargaining Unit: Non-represented

FLSA Status: Exempt

Date Approved: November 26, 2018

Date Revised: November 26, 2018

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.