POSITION TITLE: Supervisor Computer Services

QUALIFICATIONS: Associate's Degree in Computer Science, Information Systems, Electrical Engineering or Education is highly preferred. Must have a minimum of 1 year experience in Active Directory and an industry standard service desk package. Must be able to communicate efficiently in technical or simple terms as appropriate to end users, staff and management. Must have a proven background in the supervision of technical staff with a history of progressive innovation within the groups that were led. Must have the personality and ability to establish and maintain professional working relationships with school staff, employees and other customers. Must have a valid Virginia Motor Vehicle Operators License and evidence of good driving record.

PERFORMANCE EXPECTATIONS: Coordinates district-wide technical support and maintenance work, including preventive and corrective maintenance on computer equipment and associated peripherals. Serves as dispatcher to ensure that all calls are handled in a timely fashion. Coordinates the installation and configuration of computers and printers in network environments throughout the district. Must make routine visits to schools and communicate with Principals on the perceived service level being offered by group. Maintains reporting on the efficient use of allocation for the support staff. Works in close collaboration with server system supervisor for planning of all client/server and web-based implementation. Handles multiple projects efficiently within deadlines while ensuring quality outcome. Maintains appropriate written documentation for new installations and upgrades. Addresses service-related issues between the desktop technicians and the central office or school-sites. Coordinates off-site maintenance and repair of computers and printers with vendors. Recommends procedures for backup of computers and servers. Occasionally uses own personal vehicle for travel to various Richmond Public School work sites. Directly contributes to the movement and asset tracking of all computer asset movement. Performs other related duties as assigned.

GENERAL DEFINITION AND CONDITIONS OF WORK: Performs skilled technical work in an office or school setting. Work requires sitting, occasional walking, light lifting of office items up to 30 pounds, fingering and repetitive motions. Vocal communication is required for expressing or exchanging ideas by means of the spoken word, hearing is required to perceive information at normal spoken word levels, and visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work.

SUPERVISES: Desktop Technicians

REPORTS TO: Executive Director Information Communication Technology Services

PAY SCHEDULE: Unified Pay Schedule, Pay Grade 121

LENGTH OF CONTRACT: 260 Days (12 months)

FLSA: Exempt