Supervisor II, Computer Support Services

Purpose Statement

The job of Supervisor II, Computer Support Services is done for the purpose/s of leading, managing, and planning operations for Information Technology Service Management (ITSM); providing a vision for ITSM; implementing ongoing enhancements to services; and supervising and evaluating assigned staff.

Essential Functions

- Analyzes existing and new hardware, software, and system features, functions, requirements for the purpose of formulating procedures for acquiring, testing, and implementing changes to firmware, OS releases, and other software, systems, and recommending subsequent actions including upgrades.

- Assists participates in the formulation and development of policies, procedures, and programs for the purpose of ensuring efficiency and quality of support services including development and implementation of workflow process improvements.

- Communicates with administrators, personnel, and outside organizations for the purpose of coordinating activities, resolving issues and conflicts, exchanging information such as outage/emergency activities to organization.

- Conducts ongoing interviews and assessments with client groups and management for the purpose of learning how employees interact with technology and developing systems and processes that exceed customer needs and expectations.

- Coordinates delivery of centrally managed support services and service level processes for all information technology services for new systems and special projects for the purpose of implementing ITIL service desk management strategies and processes to ensure the service desk is the single point of contact and service delivery channel for the ITS division.

- Designs and/or obtains training materials (e.g. FAQs, support forums, support websites, knowledge base, documentation, etc.) for the purpose of providing a variety of presentation mediums for in-service trainings to staff, end users, and client districts.

- Develops, monitors and maintains department budgets for the purpose of coordinating the monitoring of expenditures and recommending adjustments as necessary.

- Interprets and implements laws, regulations, policies and procedures pertinent to computer support services for the purpose of assuring compliance with applicable federal, state, and local rules, regulations, policies and procedures.

- Manages, controls, coordinates, and communicates changes for/to configuration of hardware, software, and systems to all impacted users for the purpose of analyzing existing and new hardware, software, and system features, functions, requirements, and recommending subsequent actions including upgrades.

- Monitors and analyzes technical support effectiveness, efficiency, and customer satisfaction for the purpose of developing and implementing strategies for continuous improvement of the unit.

- Oversees service requests, incidents, and problem resolutions for the purpose of managing and coordinating urgent and complicated support issues, acting as an escalation point for all requests and

incidents including managing first and second level problem resolution efforts provided by other IT groups, and coordinating third level problem resolution.

- Participates in professinal group meetings, workshops and/or trainings for the purpose of serving on committees as required and staying abreast of new trends and innovations as it relates to school computer support services.

- Performs personnel functions (e.g. interviewing, selecting, training, scheduling, mentoring, evaluating, supervising, etc.) for the purpose of monitoring the work flow of assigned staff, reviewing and evaluating work products and methods of staff.

- Prepares and maintains a variety of reports, records and files related to personnel and assigned division activities (e.g. Service Level Agreements (SLAs), customer service feedback surveys, work flow process, etc.) for the purpose of evaluating metrics produced from various systems, making recommendations for changes, and implementing changes to improve customer service.

- Troubleshoots problems with existing installations for the purpose of isolating bugs, resolving operational issues and restoring services.

- Utilizes appropriate systems to manage customer requests for technology support for the purpose of facilitating customer interactions and assuring appropriate resources are available and applied to meet customer needs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; preparing and maintaining accurate records; organizing, preparing and summarizing data for presentations and reports; and interpreting, explaining and applying appropriate laws, codes, rules, regulations, policies and procedures.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: activities related to organizing and directing the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, network, and systems; technical aspects of field of technical support and information technology; ITIL V3 Service Desk Management principles and procedures; principles, methods, and procedures of operating computers, software, software systems, and peripheral equipment; principles and practices of supervision, training and performance evaluation; and principles of budget preparation and control.

ABILITY is required to schedule activities; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to

detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; working with frequent interruptions; and working both independently and as a member of a team to meet established goals, objectives, and vision of the unit.

Responsibility

Responsibilities include: working under direct supervision using standardized procedures; directing other persons within a small work unit; directing the use of budgeted funds within a work unit. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 0% sitting, 0% walking, and 0% standing. This job is performed in a generally clean and healthy environment.

Experience   Job related experience with increasing levels of responsibility is required.

Education   Bachelors degree in job-related area.

Equivalency   Education:

A Bachelor's degree in Information Technology or a related field and CompTI A+ certification or an Associates degree in Computer Science, Information Technology or a related field and ITIL, V3, HDI or Support Center certification is required.

Experience:

Candidates must have a minimum of five years of experience performing duties related to installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, network, and systems including two years of supervisory experience. Successful experience in a school environment and experience working in a PeopleSoft environment is highly desirable.

Required Testing	Certificates
	Valid CA Driver's License & Evidence of Insurability
	CompTI A+ Certification
Continuing Educ./Training	Clearances
Maintains Certificates and/or Licenses	Criminal Justice Fingerprint/Background Clearance
	Tuberculosis Clearance

FLSA State: Exempt

Salary Range: Classified Management, Grade 34

Personnel Commission Approved: October 19, 2016