

Supervisor of Technology Services

I. Qualifications:

1. Supervisory or management experience preferred.
2. An undergraduate degree or an equivalent combination of education and experience.
3. Technical literacy related to hardware, software, operating systems, and network infrastructure.
4. Demonstrates leadership skills with the ability to direct and influence a team.
5. Excellent oral and written communication skills with proven ability to communicate effectively in fast-paced and high-pressure situations.
6. Capable of exercising sound judgement while adapting to rapidly changing priorities, challenging situations or deadlines, and increasing workloads while aligning requestor expectations with available IT department resources.
7. Demonstrates ability to take initiative, prioritize objectives from multiple projects, and adhere to scheduled timelines while maintaining flexibility.
8. Demonstrates problem-solving ability, attention to detail, and analytical thinking.
9. Prior experience in working with students and educators in the technology field preferred.
10. Experience using or managing Cisco, Windows, VMWare, Virtual Desktop, and Google environments preferred.
11. Valid NJ driver's license required.

II. Primary Function:

Provide support and supervision to the district computer technicians and technology support staff. To assist the Director of Technology in the daily management of technology services, training, and inventory management.

III. Reports To: Director of Technology Operations and Digital Security

IV. Supervises: District Computer Technicians

V. Term of Contract: 12 months

VI. Compensation: Commensurate with experience.

VII. Major Duties and Responsibilities:

1. Supervise district computer technicians and ensure they are skillfully performing assigned work orders and troubleshooting while maintaining appropriate documentation.
2. Mentor and motivate district technology staff as well as cross-functional teams to deliver results under demanding timelines and situations.
3. Coordinate the recruiting, development, and performance evaluation of computer technicians, and other assigned staff.
4. Maintain software and hardware inventories.
5. Assist the Director of Technology in overseeing the system of technology troubleshooting and the assignment of district technology staff to support all buildings. Operate/maintain a help desk that will assist all technology users.

6. Coordinate the distribution of technology equipment, supplies, and related materials including the district's 1:1 device program.
7. Provide technology services to buildings and departments when assigned technology staff are not available.
8. Coordinate with building and department administrators to resolve technology problems.
9. Supervise after-hours technology projects and maintenance.
10. Review reports of computer and peripheral equipment use, malfunction, and maintenance to ascertain costs and plan operating changes.
11. Assist the Director of Technology in analyzing information to determine, recommend, and plan for the type of computers and peripheral equipment needed, or modifications to existing equipment and systems that will provide capabilities for new or upgraded systems while maintaining efficient operation and effective use of space.
12. Participate in the activities necessary to ensure the procurement of computer hardware and software to ensure that the technology requirements of the district are met.
13. Assist the Director of Technology in coordinating vendor services and maintain positive relations with corporate partners.
14. Conduct technology training within the district as needed.
15. Coordinate with other district departments to provide technology training initiatives, technology services, and technology support.
16. Remain current with technology by attending conferences and reading journals and other publications.
17. Work with vendors to implement new technology and services, as well as to maintain of existing technology and services.
18. Issue technical bulletins to inform users of system changes or disruptions.
19. Make recommendations to the Director of Technology regarding the hiring of staff.
20. Follow district policies and procedures relative to the use of public funds and property.
21. Perform other duties associated with the technology department which may be within the scope of his/her employment and certification(s) as may be assigned by the Director of Technology.
22. Perform other duties which may be within the scope of his/her employment and certification(s) as may be assigned by the Superintendent of Schools or designee.

VIII. Evaluated by:

Director of Technology Operations and Digital Security according to Board of Education policy.

IX. Date of Approval/Adoption by Sayreville Board of Education: May 17, 2022