



PERSONNEL COMMISSION

Class Code: 5110
Salary Range: 42 (S1)

COMPUTER SUPPORT SUPERVISOR

JOB SUMMARY

Under general direction, participate in the planning, organization and implementation of the daily operations and activities related to the installation, configuration and maintenance of computer hardware, software, local (LAN) and wide area (WAN) networks and peripheral equipment District-wide; train and supervise assigned personnel; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Participate in the planning, organization and implementation of the daily operations and activities related to the installation, configuration and maintenance of computer hardware, software, local (LAN) and wide area (WAN) networks and peripheral equipment District-wide. **E**
- Train and supervise assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; prioritize and schedule requests for technical support services; prepare work schedules and assign work orders to shop personnel. **E**
- Oversee and participate in the troubleshooting, diagnosis and repair of computer hardware, software, networks and peripheral equipment; assure user needs are met and technical support issues are resolved in a timely manner; provide technical assistance to personnel working in the field as needed; conduct site visits as necessary. **E**
- Estimate materials, labor, equipment and time requirements for daily computer support activities; maintain appropriate levels of inventory and order parts as required to fulfill the requirements of the unit. **E**
- Perform a variety of technical duties involved in the design, installation, configuration, and maintenance of the District's networks; resolve computer equipment related issues. **E**
- Oversee and participate in the loading of specific software packages such as operating systems, instructional and office automation applications to user computers. **E**
- Communicate with administrators, contractors, consultants and other vendors to coordinate activities and programs, schedule work, resolve issues and exchange information. **E**

- Assist with evaluating computers, software and peripheral equipment for use in the District; provide recommendations concerning the purchase of new computer systems, software and equipment; assure compliance with established District objectives and resources. ***E***
- Assist in evaluating the effectiveness of existing and proposed computer systems and equipment; analyze and recommend changes to enhance District computer systems; assist in the development of standards of hardware and software use. ***E***
- Prepare and maintain a variety of records, files and reports related to assigned activities. ***E***
- Provide technical expertise and assistance to others regarding assigned functions; advise administrators of unusual trends or problems and recommend appropriate corrective action. ***E***
- Serve as the Computer Support Manager in the absence of the Computer Support Manager as assigned. ***E***
- Operate a computer and assigned software programs; operate other office equipment as assigned; operate a variety of tools and equipment utilized in the operation and repair of computer systems. ***E***
- Drive a District-issued or personal vehicle to various District sites to conduct work; transport computers and peripheral equipment from site to site as necessary. ***E***
- Attend and participate in meetings, conferences and seminars related to computer technology to maintain current knowledge of technological advances in the field. ***E***

Note: At the end of some of the duty statements there is an italicized E which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Computer Support Supervisor participates in the planning, organization and implementation of the daily operations and activities related to the installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment District-wide. Incumbents directly supervise staff involved in the installation, configuration and maintenance of computer hardware, software and peripheral equipment and also participate in the daily computer support activities of the office.

EMPLOYMENT STANDARDS

Knowledge of:

Methods and practices related to the installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.

Computer languages, operating systems, hardware and software applications utilized by the District including Windows and Apple platforms.

Network server systems such as Novell and Apple.

Components and capabilities of network hubs, switches, routers, servers and cabling.

Local and wide area network configurations and software.

Common symptoms of malfunctions of network components.
Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
Inventory methods and practices.
Basic record keeping and report preparation techniques.
Technical aspects of field of specialty.
Oral and written communication skills.
Basic principles and practices of supervision and training.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.

Ability to:

Participate in the planning, organization and implementation of the daily operations and activities related to the installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.
Train and supervise assigned personnel.
Oversee and participate in the troubleshooting, diagnosis and repair of computer hardware, software, networks and peripheral equipment.
Maintain current knowledge of technological advances in the field.
Interpret, apply and explain rules, regulations, policies and procedures.
Provide technical guidance and recommendations regarding new and existing computer systems, networks and equipment.
Provide technical assistance to computer system users.
Understand and resolve issues, complaints or problems.
Operate a variety of tools and equipment utilized in the operation and repair of computer systems.
Maintain records and prepare routine reports.
Prioritize and schedule work.
Meet schedules and timelines.
Assign and review the work of others.
Communicate effectively both orally and in writing.
Drive a vehicle to conduct work.
Establish and maintain effective working relationships with others.
Read and understand sketches, drawings and specifications.

Education and Training:

Associate's degree in computer science or a closely related field. A Bachelor's degree is highly desirable.

A+ certification.

Experience:

Three years of experience in the installation, maintenance and repair of computer hardware, software and peripheral equipment in an organization with a network having a minimum of 30 servers.

Experience serving in a lead or supervisory capacity is highly desirable.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Indoor work environment.
Driving a vehicle to conduct work.
Working in a cramped or restrictive work chamber.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.
Hearing and speaking to exchange information.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling heavy objects weighing up to 50 pounds.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Good visual acuity.
Climbing ladders and working from heights.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 6/14/2007