

# **Client Services Supervisor**

## **New Hanover County Schools**

### **Job Description**

**Class: Classified**  
**Dept: Technology**

**TITLE:** Client Services Supervisor

**QUALIFICATIONS:**

1. Associate of Applied Science Degree in I/T field with A+ Certification or other relevant certification.
2. Five to Seven years of full-time hands-on work experience in I/T field with working knowledge of PC computer and hardware.
3. Five years of increasingly responsible technical, analytical, administrative and supervisory experience.
4. Valid North Carolina driver's license.

**REPORTS TO:** Director of Technology

**JOB GOAL:** Project manage and coordinate school build outs, monitor work order system, special projects, manage computing services related to system client infrastructure, software implementation and maintenance. Manage Client Services staff and assignments.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulation pertaining to schools and technology systems and resources.
2. Design, implement, execute and sustain enterprise client management solutions.
3. Project manage enterprise hardware and software developments and retrofits.
4. Manage administrative strategies aimed at quality in all organizational processes required in fieldwork.
5. Coordinate activities with those of other departments; provide staff assistance to the Director of Technology; prepare and present staff reports and other necessary information.
6. Installation, configuration, accounting, and performance management of enterprise client computing services.
7. Perform regular analysis of employee performance, provide positive customer relations and efficient team dynamics.

8. Develop, plan and implement goals and objectives; recommend and administer policies and procedures as related to the Client Services Department.
9. Provide metrics reports and interpret data analysis for the purpose of trending, tracking, and forecasting.
10. Respond/resolve, difficult and sensitive inquiries or complaints regarding maintenance/repair of computer systems and related peripherals.
11. Negotiate contracts and pricing with outside vendors.
12. Participate in professional groups and committees.
13. Perform related duties and responsibilities as requested by the Director of Technology and/or Assistant Superintendent of Technology & Digital Learning.

***The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.***

**Terms of Employment:** Twelve-month work year/At Will/FLSA Exempt

**Starting Salary and/or Grade:** SA 4

**Evaluation:** Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

**Knowledge, Skills and Abilities:**

- Demonstrate functional knowledge of the fundamentals of long range and strategic planning concepts.
- Demonstrate functional knowledge of PC and Apple hardware and peripherals; Microsoft Systems Center Configuration Manager, Microsoft Active Directory, Microsoft O365 (Office and Intune), iOS, MacOS and Windows Operating systems.
- Demonstrate functional knowledge of Client Management Solutions as applied to systems analysis, evaluation, implementation and maintenance of enterprise computer environments and supporting organizational infrastructure technologies.
- Demonstrate functional knowledge of principles of supervision, training, and performance evaluation; general programs, policies, and practices used in educational organizations; ability to simultaneously analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to work alone or supervise any number of personnel required to accomplish the assigned task, and meet specific standards or deadlines.
- Ability to design, implement, execute and maintain complex solutions for enterprise computing environments; apply complex problem solving.
- Ability to provide technical and analytical support to internal and external individuals/groups;

communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships.

- Ability to assist with project cost analysis for projects.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.