

**SUPERVISORY JOB DESCRIPTION**

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**EDUCATION SERVICE AND SUPPORT CENTER (ESSC)  
TECHNOLOGY SUPPORT SUPERVISOR**

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**JOB SUMMARY:**

Under the direction of the Executive Director of Technology and Instruction Services and Support, plans, coordinates, organizes, prioritizes, schedules and supervises the operation and maintenance of the Technology Equipment Technicians, Technology Services Technicians, and Help Desk staff and determines priorities for efficient and prompt resolution of District and site technology issues.

**ESSENTIAL JOB FUNCTIONS:**

- Supervises the Help Desk staff; prioritizes, schedules, and coordinates technical support jobs assigned to Technology Equipment Technicians, Technology Services Technicians, and Help Desk staff to ensure timely repair and replacement of equipment throughout the District.
- Ensures balanced workloads through the District ticketing system and follows up with Technology Equipment Technicians, Technology Services Technicians, and Help Desk staff to ensure timely completion of service requests.
- Serves as a liaison between site administrative staff and ESSC staff for training and support needs.
- Manages open support ticket escalation from Technology Equipment Technicians, Technology Services Technicians, and Help Desk staff, either resolving issues or referring them to a system administrator or a network administrator.
- Trains, supervises, and evaluates the performance of assigned staff; participates in interviewing, selecting, and assigning of personnel.
- Coordinates special projects, such as hardware reimaging on a yearly basis to ensure best utilization of computer resources at every site.
- Researches and resolves complex technical issues for users and site support staff. Develops and updates knowledge base of solutions to technical support issues.
- Installs and supports the District's standard-user hardware and software.
- Manages library of District standard computer setup images using enterprise system management tools.
- Creates and manages installation packages for software distribution through enterprise system management tools.
- Coordinates the staffing, budgeting, and allocation of personnel and supplies that will have the greatest impact on organizational learning.
- Serves as the District technology liaison regarding hardware and software with existing and new third parties.
- Interacts with community educational organizations to plan internship programs in the Information Technology Department.
- Attends professional development conferences to stay current with the newest trends in information and education technology.

- Researches websites and literature to stay current with the newest trends in technology.
- Stays current on technology trends and their impact on District implementations.
- Coordinates and manages technical services during Board meetings and other ESSC meetings.
- Supervises and coordinates special projects as assigned.

**ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:**

- A strong customer service attitude, demonstrating interpersonal skills such as patience and courtesy.
- Experience in the coordination and administration of a service ticket tracking system.
- Ability to supervise and coordinate work scheduling, inspection, and execution of tasks.
- Proficiency with data network technologies as required to properly configure equipment to access resources across local and wide area networks and the Internet.
- Establish and maintain cooperative and effective working relationships with others.
- Ability to effectively communicate with nontechnical staff regarding the use of their assigned computer hardware and software, to isolate and resolve problems in the operation of District technology hardware and software, to document work required and work completed, and to work effectively at the school sites.
- Education required is graduation from high school or equivalent. College degree preferred in Information Systems.
- Valid California driver's license and evidence of insurability for operation of District vehicles.

**WORKING CONDITIONS AND PHYSICAL ABILITIES:**

Must be able to stand for extended periods of time; possess dexterity of hands and fingers to operate computers, office equipment, and tools; kneel; bend at the waist; reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment; climb ladders; and lift objects up to 50 pounds.

*Supervisory Salary Schedule: Range 25*  
*BOARD APPROVED: 7/8/15*  
*REVISION DATES:*