

JOB DESCRIPTION

San Diego County Office of Education

MANAGER, TECHNOLOGY SUPPORT SERVICES

Purpose Statement:

Under administrative direction, the Manager, Technology Support Services supervises the work of a team responsible for providing technology infrastructure, audio-visual, or computer support services; manages functions associated with computer support and 24/7 technology support services; serves as a liaison between SDCOE staff members and internal/external technology end-users or vendor organizations regarding services, issues, or support; serves as a project lead for technology projects.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Plans, organizes, schedules, controls, and supervises staff in the activities of the assigned technology units providing technology, audio/visual/conference and computer support services.
- Supervises, mentors, coaches and develops technical support staff.
- Develops, maintains, and enforces policies, procedures and standards for internal audio-visual and computer support services systems, services, and equipment.
- Forecasts resource needs and requirements by analyzing reports, monitoring services, and assessing contracts to plan for maintenance or changes in personnel, equipment, procedures, and processes.
- Manages the installation, configuration, maintenance and troubleshooting of IT systems, hardware and software to ensure optimal performance.
- Acts as an escalation point for complex technical issues, providing guidance and support to the team in diagnosing and resolving problems promptly.
- Evaluates and manages all mobile device and endpoint management platforms selected and utilized by SDCOE.

- Collaborates with SDCOE cybersecurity & network teams to implement and enforce best practices for network, identity and endpoint security.
- Plans and executes projects involving hardware refreshes, software and software patching, and new technology implementation.
- Negotiates and modifies service and operational level agreements to meet customer requirements and determine services to be provided.
- Manages technology projects by developing project plans, assigning roles and responsibilities, allocating resources, managing scope, delivering milestones, and collecting and analyzing project metrics.
- Ensures physical inventory is tracked, with inventory levels monitored and replenished as needed by the organization.
- Maintains knowledge of trends and developments in information technology, alerting senior staff of the effects widespread software and hardware revisions, changes, and discontinuation will have on the organizations systems and operations.
- Ensures audio-visual and computer equipment is maintained and operational.
- Collaborates on technology roadmaps, innovation initiatives, or emerging technology evaluation.
- Directs the development, enforcement, and maintenance of policies, standards, and practices and establishes work processes to ensure compliance to service expectations, software, and hardware planning acquisition and testing.
- Monitors and analyzes metrics related to ticket resolution, customer satisfaction, and system performance to continuously improve support services.
- Communicates technical information clearly and effectively to both technical and non-technical audiences (verbal, written and via in-person trainings).
- Participates in preparing assigned budget(s) by forecasting fiscal needs and determining the most effective ways of utilizing resources.

Other Functions:

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

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:

Human centered and socially conscious leadership;

Operations of a large-scale, 24/7 technology support environment;

Characteristics, capabilities, and uses of large-scale technology components, including data communications processors, networking, automated operations utilities, and operating system software;

Technology contingency planning and disaster recovery techniques;

ITIL frameworks and best practices;

Principles and techniques of budget preparation, administration, and related record-keeping;

Hardware and software installation and maintenance practices;
Computer hardware and peripheral equipment;
Operating systems and security principles and software;
Troubleshooting, testing, and diagnostic procedures of equipment and software;
Hardware inventory management, demand forecasting, warehouse flow, inventory rotation, and process auditing;
Functions of environmental systems (i.e. HVAC/CRAC), large-scale UPS' and backup power generators;
Microsoft Office software including Microsoft Word, Access, and Excel.

ABILITY TO:

Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;
Practice cultural competency while working collaboratively with diverse groups and individuals;
Strong project leadership skills;
Provide customer-focused approach to service;
Troubleshoot and resolve complex technical issues;
Demonstrate commitment to continuous learning and adapting to emerging technologies.

Working Environment:

ENVIRONMENT:

Duties are typically performed in an office setting.
May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: A bachelor's degree from a regionally accredited college or university in computer science, information systems, data management, or related area; and

Experience: Five (5) years of progressively responsible experience in IT operations or technical support, including at least two years in a supervisory or lead role. Experience must include hands-on experience managing a diverse endpoint environment using tools such as Microsoft Intune, JAMF Pro, or similar solutions, as well as administering cloud productivity platforms like Google Workspace, Microsoft 365, or equivalent systems. Experience with IT support service platforms such as ServiceNow or comparable systems is required for managing incidents, requests, and support workflows. or;

Equivalency: A combination of education and/or experience equivalent to

Required Testing

N/A

Certificates, Licenses, Credentials

N/A

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background
Clearance

Physical Exam including drug screen

Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade Classified Management Grade 044

Personnel Commission Approved: June 18, 2025