

INFORMATION TECHNOLOGY SUPPORT SUPERVISOR

JOB SUMMARY

Under general direction, plans, schedules, coordinates and supervises work activities in the Technology Logistics, Repair, and Technology Media Services work units, involving various technological devices and other related information technologies; supervises, manages, and evaluates assigned staff; participates in the development, planning, and implementation of departmental goals and policies; plans, develops and implements goals, processes and procedures for the Technology Logistics, Repair Services and Technology Library Media Services.

DISTINGUISHING CHARACTERISTICS

The Information Technology Support Supervisor differs from other management classifications in that the incumbent plans, schedules, coordinates, and supervises work activities relating to the logistics and repair of information technology throughout the District. The incumbent is also responsible for planning, scheduling, coordinating, and supervising work activities assigned areas.

SUPERVISION RECEIVED AND EXERCISED

The incumbent in this classification reports directly to the Assistant Superintendent of Innovation & Instructional Support. The incumbent in this classification supervises and evaluates job performance of assigned staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

- Plans, schedules, coordinates, tracks and supervises work activities involving the technology logistics and repair of technological devices district-wide;
- Plans, coordinates, and monitors work activities, schedules and assignments of staff, including: Computer Repair Technician I and II, Technology, Library and Media Assistant I and II;
- Trains staff and supervises and evaluates the performance of assigned staff;
- Participates in the development, planning and implementation of departmental goals and policies;
- Plans, develops, implements and evaluates goals, processes and procedures for the Technology Logistics and Repair and Technology and Media Services work units;
- Plans, tracks and manages the budget for the Technology Logistics, Repair, and Technology and Media Library Services;
- Provides information to employees on accessing and managing the Mobile Device Management System, Cloud based inventory, various Online Learning and Content Management Systems, digital content systems and instructional materials;
- Manages the research and troubleshooting and initiates appropriate corrective actions related to technological services;
- Reviews and manages the help desk ticketing database and repair calls and emails to ensure that all submitted issues are resolved;
- Establishes and maintains inventory of technological devices for the work units;
- Attends and participates in current professional development related to technology and information support;
- Communicates with principals to discuss plans, progress, issues and staffing related to information technology and library media support;
- Logistics of technology for various district events including Audio Visual, delivering technology equipment, etc., including weekends and evenings;
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Any equivalent combination of training, education, and experience that demonstrates the applicant likely to possess the required knowledge, skill, and ability to perform the job duties:

Education: Graduation from a college or university with a B.A. Degree is preferred.

Experience: Five (5) years of work experience in performing diagnostic testing, repair and preventative maintenance on Personal Computers (PC), Operating Systems (OS) such as Macintosh and Microsoft Windows, and related hardware, including one (1) year work experience in a lead capacity.

Knowledge of:

- Current Macintosh and Microsoft Windows operating systems which includes applicable hardware and software, and other related networking equipment and peripherals;
- Preventative maintenance and troubleshooting for OS (Macintosh, Windows, etc.) and IOS (mobile devices, iPads, etc.);
- Current trends, technological advances and innovative practices as it relates to the field of information technology and network;
- Methods, techniques and practices of organization, prioritization, scheduling and dispatching technology support services;
- Principles, methods, techniques and practices of supervision, training and performance evaluations and management;
- Principles, techniques and practices of project planning, scheduling, tracking and monitoring;
- Methods, tools and equipment used in the installation and service of current hardware and software;
- Applicable computer software applications including Microsoft Office Suite and internet-based software programs;
- Computerized database management;
- Basic arithmetic;
- Formal English grammar, spelling, punctuation and word usage;
- Principles and practices of budgeting;
- Principles, regulations and rules of workplace safety.

Ability to:

- Research, troubleshoot, maintain and repair computers, tablets, projectors, mobile devices and other related hardware;
- Effectively define issues, analyze problems, evaluate alternatives and arrive at logical decisions;
- Effectively train, supervise, evaluate, motivate and coach staff;
- Work well with minimal and general direction;
- Effectively apply knowledge of current trends, technological advances and innovative practices as it relates to the field of information technology;
- Effectively manage online databases;
- Find new approaches to improve services;
- Exercise ethical judgment;
- Provide excellent customer service;
- Establish reasonable timelines and meet set timelines;
- Effective communicate both orally and in writing with individuals, employees, groups of audience and the general public;

- Understand, analyze and interpret professional journals, technical procedures, reports, directives and governmental regulations related to technology;
- Operate personal computers, tablets, mobile devices, projectors, computer software programs and other peripheral devices;
- Follow District's policies, regulations and rules;
- Effectively establish and maintain harmonious working relationships with other employees, students, parents and the public;
- Effectively and diplomatically handle complaints and disputes with composure and tact; self-motivate;
- Effectively respond to change at work;
- Effectively work in a team environment;
- Effectively attend to detail;
- Effectively manage high workload, competing and conflicting demands, ambiguous assignments, interruptions and distractions;
- Lift and move technological devices, materials and equipment;
- Follow workplace safety principles, regulations, rules and practices;
- Establish and maintain insurability to drive a District vehicle as part of the District's Pull Notice program.

License: Possession of a valid Class C California Driver's License.

PHYSICAL STANDARDS

The work environment and physical demands of the positions as described below are representative of those that must be met by an employee to successfully perform the essential functions of a position in this computer management category. Reasonable accommodations may be made to enable individuals to perform the essential functions of a specific position. These physical standards are generic in nature and tasks may vary dependent on specific trade and or specialized work assignment.

Work Environment: While performing the duties of this position employees are subject to constant interruption. The employee must be able to meet deadlines with severe time constraints. These positions may also be high volume positions and works without direct and/or constant supervision. Although the employee in these positions works mainly indoors, they may be required to work outdoors with exposure to seasonal weather conditions. The employee may be required to work at varying heights and in restrictive areas. Employees provided with individual work vehicles must be able to drive a vehicle to conduct work. Noise level in the work environment is usually moderate and occasionally will be loud.

Physical Demands: The physical demands of this position include sitting for extended periods of time, frequent standing and the use of hands and fingers to handle and to operate keyboards and specialized diagnostic repair tools and equipment. The employee frequently is required to reach with hands and arm and must squat, stoop or kneel, bend at the waist and reach above the shoulders, head and horizontally. The employee will frequently bend or twist at the neck and trunk more than the average person while performing the duties of this job. Lifting, pushing or pulling of objects generally not exceeding fifty pounds may also be required. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to complete assigned work orders, read a variety of materials and inspect District equipment. The employee must be able to hear and speak to receive and exchange information. Regular physical attendance at work is an essential requirement of this job classification.

Hazards: Electrical power supply and high voltage. Working in a cramped or restrictive work chamber. Working on ladders or at heights. Occasional exposure to cleaning fluids.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals currently holding this position perform additional duties and additional duties may be assigned.

Information Technology Support Supervisor	
Personnel Action	Personnel Action Date
Approved by the Personnel Commission:	07/18/16
Revised by the Personnel Commission	05/28/20