

SUPERVISOR, INTEGRATED TECHNOLOGY CLIENT SERVICES

DEFINITION

Under general direction, plans, organizes, and directs activities involved in the evaluation, tracking, development, operation, analysis, maintenance, repair and disposal of designated Office and school district computer systems, databases, hardware, mobile devices, software, peripherals and accessories; coordinates projects, personnel, help desk and client support functions, and communications to meet Office and school district technology needs; supervises, directs work, and evaluates the performance of the Client Services team; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Client Services series that exercises independent judgment on diverse and specialized information technology help desk and client support services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Chief Technology Officer in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the installation, configuration, maintenance, and repair of the Office's information technology operating systems and software packages, servers, network and data communication systems, personal and mobile computing systems and equipment, web-based applications, and related technologies.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies and recommends opportunities for improvement; implements approved changes.

- Coordinates and directs the establishment of computing device and technology standards, procurement, installation, configuration, modification and operation of computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to ensure proper operation; directs and participates in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions; directs projects related to disposal of non-functioning or obsolete computing devices and equipment.
- Oversees and participates in technical assistance services to provide users with appropriate information concerning the operation of computer systems, hardware, software, mobile devices, cloud computing, networks, computer peripherals, and related practices, requirements, procedures, and responses to malfunctions; coordinate staff activities in troubleshooting and solutions; ensures proper and timely response to maintenance, repair, and device disposal needs.
- Coordinates communications, projects, systems and information between Office and school district personnel, vendors, and various outside agencies to assure smooth and efficient installation, operation, development and maintenance of computer devices and systems; ensures proper and timely resolution of related issues, conflicts, and discrepancies.
- Monitors inventory levels of computer supplies and equipment; orders, receives, and maintains adequate inventory levels of parts and supplies; contacts vendors and contractors to discuss and obtain product, service and pricing information; researches, analyzes and recommends the purchase of computer hardware, software, and technology services according to product quality, sustainability, ease of integration, and price effectiveness.
- Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Provides technical information and assistance to the Chief Technology Officer regarding technology activities, needs and issues; assists in the formulation and development of policies, procedures and programs.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing Integrated Technology Services (ITS) strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science or a related field; and
- Six (6) years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Integrated information technology infrastructure and systems, including computer, network, server, and communication systems, hardware, software, and peripheral equipment.
- Advanced principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving routine to complex computer, network, server, and communication systems hardware, software, and peripheral equipment issues.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Customer service and helpdesk standards, practices, techniques, and procedures.
- Procedures necessary to maintain the integrity and security of data and systems.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise and perform operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated Office and school district computer systems, databases, telecommunications systems, hardware, software and peripherals.
- Manage user support functions concerning technology systems and applications and ensure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
- Coordinate the upgrading and implementation of new system applications and direct the review, analysis and modification of existing systems and programs.
- Work collaboratively with Office staff to identify and implement technology solutions for business process improvements and efficiencies.
- Recommend, design, develop, and implement new, enhanced, or modified information technology systems.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.