

## **ONTARIO-MONTCLAIR SCHOOL DISTRICT**

### **CLASS SPECIFICATION TECHNICAL SUPPORT MANAGER**

#### **GENERAL PURPOSE**

Under the supervision of the Director of Information Technology Services, the Technical Support Manager will be responsible for managing the technical support team within the school district. The manager will provide leadership, guidance and support to the team to ensure that all technical issues within the school district are resolved efficiently and effectively. This role requires a solid technical background, as well as strong communication and leadership skills. The incumbent oversees the maintenance of all school district hardware and software systems, ensuring they are up-to-date and functioning correctly; supervises and schedules the work of technical support staff; monitor the help desk tickets to ensure that work orders are assigned to techs and completed in a timely fashion; follows up with pending work orders that have not been closed in a timely fashion; provides a high level of customer services to District staff; and performs related duties as assigned. OMSD is a learning organization and all stakeholders share responsibility to educate all students and employ culturally appropriate and sustaining practices that support student learning.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Supervises and participates in projects to install, maintain, troubleshoot, and repair microcomputers, telecommunications equipment, and network equipment and peripherals.
2. Participate in the design, implementation and administration of Desktop computers and related infrastructure.
3. Mentor and train staff, advising management on tactical and strategic operational improvements for better operational capabilities, lower costs of delivery, and participate in 24x7 support of the infrastructure.
4. Troubleshoots, diagnoses, resolves and documents difficult hardware, software and network connectivity problems, referring only the most complex problems to other IT technical staff or vendors for resolution.
5. Installs, configures and maintains specialized business, curriculum and operations support software to meet customer needs and computing requirements.
6. Coordinates the resolution of major hardware and software incidents with appropriate customers, vendors and other technical staff.
7. Analyzes trends in reported problem calls and implements improvements.
8. Develops installation and operational procedures, office automation solutions and quality assurance standards.
9. Develops and conducts formal and informal end user technical orientation and training involving new hardware capabilities, and provides technical training to other IT support staff, as needed.
10. Defines and recommends appropriate hardware and software configurations and standards to meet customer needs, and prepares specifications for purchase of software and other peripheral devices.
11. Coordinates equipment delivery, software licensing compliance and inventory/asset control.
12. Order and administer licenses for assigned software packages, in consultation with appropriate management and other information technology staff, as needed.
13. Maintains service level agreement repair and response times to help desk requests for service on technology equipment.
14. Uses automated tools to track and respond to client requests for services.
15. Maintains service records for compliance with all state and federal laws and regulations.
16. Maintains technology shop repair budget and supply list to meet desired customer level service for the repair of district technology equipment.

17. Maintains technology vehicles and associated budgets. Recommends repair or replacement of vehicles through the annual budgeting process.
18. Recommends the transfer, replacement or dismissal of subordinates based on job performance, or district needs according to existing district policies
19. Participates in short and long-range planning for the Information Technology Services department or District as required.
20. Attends technology conferences, training or workshops as appropriate to improve technical and leadership skills.
21. Excellent verbal and written communications skills are essential for this position as are analytical and problem-solving skills.
22. Develop and implement policies and procedures to ensure the smooth operation of the technical support team
23. Effectively manage, plan, and coordinate the distribution of laptops/devices to achieve a 1:1 student-to-computer ratio across all schools, ensuring seamless access to technology for all students.

## **QUALIFICATIONS**

1. Computer Hardware including Chromebooks, Windows, or compatible, Macintosh workstations, printers, handheld computing devices, and other peripherals.
2. Desktop Management tools such as Google Classroom, Google Administrative Console, Helpdesk and related enterprise software management tools.
3. Asset inventory management software.
4. Help Desk software.
5. Microcomputers and their related software and hardware.
6. Routed/switched TCP/IP environment.

## **ABILITY TO:**

1. Provide support in a multi-OS work environment.
2. Work with other staff members to resolve complex technical problems.
3. Communicate with District staff and school personnel.
4. Manage a mobile staff of technical workers across a wide-area to service the diverse needs of the district.
5. Prioritize repairs in accordance with district needs.
6. Maintain repair records to meet any state and federal compliance reporting needs.
7. Maintain a good working relationship with outside vendors.
8. Ensure compliance with all relevant policies, procedures, and regulations

## **EDUCATION AND EXPERIENCE**

1. Bachelor's degree in Computer Science or Information Systems or related field.
2. Must have 3-5 years' experience managing teams in a technical support/customer service environment.
3. Experience of the latest network technology, desktop operating systems, remote management, and help desk software.
4. Vendor certifications such as Cisco, Dell, Apple, and Microsoft are highly preferred.

## **LICENSES**

A valid Class C California driver's license, good driving record and the ability to maintain insurability under the district's vehicle insurance policy

## **PHYSICAL DEMANDS**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands or arms. An employee is frequently required to walk and stand and occasionally to lift up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **MENTAL DEMANDS**

While performing the duties of this class, an employee is regularly required to use oral and written communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing deadlines with frequent interruptions; work effectively as a team leader or member; and interact with managers, internal customers, employees, vendors, consultants and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is moderately quiet. Lifts and moves objects weighing up to 50 pounds. Climbs ladders while carrying equipment weighing up to 25 pounds. Position requires standing, bending, and walking for extended periods of time, along with twisting and bending at the torso. May include kneeling, crouching, or crawling on the floor, under equipment, etc. Drives to various district sites in all kinds of weather.

Board Approval: June 1, 2023