

MANAGEMENT JOB DESCRIPTION

INFORMATION TECHNOLOGY SERVICES – SUPPORT MANAGER

JOB SUMMARY:

Under the direction of the Senior Director of Information Technology, plans, coordinates, organizes, prioritizes, schedules, and supervises the operation and maintenance of District computers, audio/video systems and related equipment. Supervises technology support staff and Help Desk. Works closely with school-site and District leadership to ensure all technology systems are working appropriately and determines priorities for efficient and prompt resolution of District and site technology issues.

ESSENTIAL JOB FUNCTIONS:

- Supervises site support staff and substitutes; collaborates with support leads to prioritize, schedule, and coordinate jobs assigned to technology support staff to ensure timely repair and replacement of equipment throughout the district; ensures equitable workloads.
- Manages and maintains technology ticketing system; possesses a deep understanding of the capabilities of the system and its features; pursues innovation, automation and optimization within the system to improve the end-user and support staff experience.
- Creates, implements, and maintains standards of service and service level agreements for technology support at district sites; ensures assigned staff comply with support and physical and cyber security standards.
- Performs regular departmental and in-person meetings and written-communication with assigned staff to review current trends, issues, tasks, initiatives, and performance. Creates agendas and follow-ups for all meetings and follows FRISK guidelines to document behavior or performance concerns.
- Serves as a liaison between site administrative staff, support staff and systems administration staff (analysts, programmers, and network) to escalate issues and ensure quality communication, and operation of technology districtwide.
- Develops and updates knowledge base of solutions to technical support issues; ensures knowledge base is accurate, effective and comprehensive; assists in guiding, creating and maintaining currency of effective self-help materials, webpages and training for non-technical District staff.
- Broad basic understanding of technology concepts and how they relate, as it pertains to District equipment – including wired and wireless networking, low voltage cabling, audio and video signals, printers and managing and operation Apple, Windows and Chrome operating systems in an Enterprise environment.

- Facilitates training for, supervises, and evaluates the performance of, assigned staff; participates in interviewing, selecting, and assigning of personnel; develops and deploys professional development and safety and standards training for technology staff.
- Coordinates and plans special projects, such as hardware reimaging on a yearly basis to ensure best utilization of computer resources at every site.
- Develops and implements best practices and cost projections for annual maintenance and replacement of district computer and audio/video systems.
- Coordinates the staffing, budgeting, and allocation of personnel and supplies that will have the greatest impact on organizational learning.
- Maintains currency on end-user computer and audio/video systems (including - laptops, desktops, printers, TVs, intercom systems). Facilitates site technology purchases by providing informed guidance, proposals, and cost estimates.
- Attends professional development conferences to stay current with the newest trends in information and education technology and managing technology staff.
- Serves as the District technology liaison regarding hardware and software with existing and new third parties. Communicates with vendors to review and implement products and services.
- Interacts with community educational organizations to plan internship programs in the Information Technology Department.
- Supervises and coordinates special projects as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Ability to continuously acquire new knowledge relevant to this position; ability to acquire knowledge by locating and referencing technical manuals and resources.
- Possess a strong customer service attitude and maintains effective communication with District leadership and staff; excellent oral and written communication skills; ability to collaborate with others in problem solving and project implementation; ability to read and follow technical instructions; maintain effective and cooperative working relationships with co-workers, assigned staff and District staff and leadership; demonstrate interpersonal skills such as patience, empathy, 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 and low voltage technologies as required to properly understand, provide guidance for, implement and troubleshoot District technology.
- 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.
- College degree in technology-related field required. Up-to-date industry standard technical certifications may be accepted as a substitute for a degree.

- At least ten years of progressively responsible experience in managing staff and providing customer-facing support for technology and software systems in an educational or business environment required.
- Valid California driver's license and evidence of insurability for operation of District vehicles.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

Must be able to stand and sit for extended periods of time; possess dexterity of hands, fingers, knees, and feet to operate computers, office equipment, and tools; walk school and District sites as needed; kneel, bend at the waist, reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment.

Must provide own transportation between main District office and assigned school sites.

Management Salary Schedule: Range N
BOARD APPROVED: 09/11/24