Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Technical Support Services Manager**	FLSA Status:	**Exempt**
Job Family:	**Professional**	Pay Range:	**A/P Schedule, Grade R**
Prepared/Revised Date:	**August 19, 2025**	Job Code:	**38272**

SUMMARY: Responsible for providing leadership, training, and people management for the Technical Support team to ensure a productive and customer-focused work environment. This role focuses on managing staff performance, addressing escalations, establishing standards and expectations, and fostering communication across IT teams and schools. The Manager ensures high levels of customer satisfaction by acting as a liaison between the IT Department and schools, providing guidance and maintaining service standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Supervise, mentor, train, coordinate, and evaluate Technical Support Specialists I & II. Provide guidance, direction, and prioritization on tasks and responsibilities. Manage team performance to ensure both technical proficiency and high-quality customer service that meet district standards.
2. Handle escalations from staff and schools, working closely with team members and other IT departments to resolve issues promptly. Ensure that customer service standards are maintained, and that all escalations are handled with empathy, professionalism, and urgency.
3. Establish and enforce customer service standards and best practices for Technical Support Specialists. Ensure team members communicate effectively with end users and provide a positive, supportive experience in interactions.
4. Work closely with the Technical Support Services Lead to plan and manage resources that require technical support services.
5. Build partnerships with schools and IT staff to facilitate two-way communication and collaboration. Act as a liaison to keep schools informed of IT standards, processes, and ongoing projects, ensuring transparency and responsiveness to school needs.
6. Assist in creating and implementing workflows, processes, and technical documentation that emphasize consistency, quality, and customer satisfaction, ensuring compliance with IT policies and procedures.
7. Monitor team performance metrics, including customer satisfaction, ticket handling, and phone statistics, and collaborate with team members to create action plans to meet and exceed customer service goals.
8. Provide training, feedback, and professional development focused on enhancing customer service and technical skills. Promote a customer-centric mindset within the team.

9. Represent the Technical Support team in meetings, providing insights on people management, customer service, resource allocation, and service delivery.
10. Manage day-to-day operations within the support center, ensuring a seamless service experience for customers by coordinating efforts across the team.
11. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
12. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
13. Adapt to evolving needs of the IT department and handle tasks as directed by IT leadership.
14. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree in Information Technology, Business Administration, or a related field; or an equivalent combination of education and relevant experience
- Minimum of five (5) years of experience in a customer-facing technical support role, with demonstrated growth in responsibility
- Experience in a K–12 educational environment preferred
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Preferred certifications:
    - ITIL Foundation Certification
    - HDI Support Center Manager or Team Lead Certification
    - CompTIA A+, Network+, or similar certifications
    - Google Certified Educator or other relevant EdTech certifications
    - ServiceNow Administration Fundamentals or equivalent platform knowledge

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong customer service skills with ability to provide excellent customer service on the phone and face-to-face
- Strong understanding of IT Service Management principles and customer support operations.
- Proficiency in using ticketing systems (ServiceNow preferred) to track incidents, requests, and team performance
- Ability to coach and develop staff in both technical troubleshooting and customer service best practices.
- Skilled in interpreting and using support metrics (CSAT, ticket trends, response/resolution times) to inform decisions
- Familiarity with device management tools, directory services, and remote support platforms.
- Strong written and verbal communication skills, including the ability to explain technical concepts to non-technical users
- Advanced organizational, record-keeping, and time management skills

- Competency in change management, process improvement, and workflow design
- Commitment to fostering a culture of equity, empathy, and continuous improvement
- Ability to maintain confidentiality in all aspects of the job
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced operating knowledge of and experience with personal computers, peripherals, and audiovisual equipment
- Advanced operating knowledge of and experience with instructional and business software
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Director of Technical Support Services & User Security	
Direct reports:	Technical Support Specialist I / II	14
	IT Support Center Specialist	3

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; and assisting with addressing complaints and resolving problems

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct				X
Compute			X	
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	