INFORMATION TECHNOLOGY SERVICES SUPPORT SUPERVISOR

Reports to: Manager, Information Technology Services
Division: Administrative Services

Our ideal candidate

You are an innovative professional with exceptional leadership skills. You delegate effectively; mentor, train, and recognize others; and promote teamwork while maintaining accountability for the work of your team. You are a solutions-oriented problem-solver who collaborates with technical colleagues and makes data-driven decisions. You communicate effectively with customers, colleagues, and team members. You are committed to providing the best service available to the Santa Barbara County Education office, school districts, and your team.

General description

Under general direction, ensures the delivery of high-quality, timely, and customer-focused technical support services across SBCEO programs and departments in multiple sites throughout Santa Barbara County.

The ITS Support Supervisor provides leadership, guidance, and performance oversight for Tier 1 Help Desk and Tier 2 Operations support staff; leads and coordinates the daily operations of the ITS support function; and ensures effective escalation, resolution, and continuous improvement of IT services. This role serves as a key liaison between end users, technical teams, and ITS leadership to ensure reliable, secure, and efficient technology operations. The incumbent may also be required to provide hands-on technical support.

Specific duties and responsibilities

- Plan, assign, supervise, and evaluate the work of Tier 1 and Tier 2 ITS support staff.
- Establish performance standards, indicators, and metrics, and ensure accountability for service quality and responsiveness.
- Oversee daily help desk and escalation operations; act as an escalation point for customer concerns and service issues; ensure timely resolution of service requests and incidents.
- Review, monitor, and adjust ticket queues, workload distribution, and escalation workflows between Tier 1 and Tier 2 staff; provide technical guidance and support for complex or escalated issues; oversee troubleshooting and resolution of hardware, software, network, and system-related issues; collaborate with other ITS teams and departments to ensure seamless and effective service delivery.
- Monitor trends, recurring issues, and service gaps; gather user feedback; implement service improvements and preventive solutions.
- Ensure proper maintenance, patching, and support of end-user devices, systems, and infrastructure.
- Support administration of servers, cloud services, identity systems, and network environments.

INFORMATION TECHNOLOGY SERVICES SUPPORT SUPERVISOR

- Develop, implement, and maintain ITS service management processes, procedures, and standards; ensure accurate documentation of systems, configurations, and support procedures; ensure accurate tracking and management of ITS assets and inventory.
- Oversee knowledge base development and self-service resources for users; identify opportunities for automation, scripting, and use of support tools.
- Support adoption and implementation of new technologies and digital tools for the ITS department and across the organization.
- Participate in or lead ITS projects, deployments, and infrastructure upgrades; provide coaching, mentoring, and professional development opportunities for team members.
- Ensure adherence to data security protocols, privacy regulations, and organizational policies.
- Support audits, reporting, and risk mitigation activities.
- Perform other related duties as assigned.

Requirements

A typical way to qualify for this classification would be:

Education: Possession of a bachelor's degree in information technology, computer science, or a related field.

Experience: Four years of experience in technical IT support in a complex, multi-site, hybrid (cloud/on-premises) environment that included both Help Desk and Operations support.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- Principles and practices of supervision and customer service
- Information technology service management principles (e.g., incident, problem, and change management)
- Windows, MacOS, and mobile operating systems
- Networking concepts (TCP/IP, DNS, DHCP, VLANs, VPNs)
- Directory services and identity management (Active Directory, Entra, Google Workspace)
- Server, virtualization, and cloud platforms
- Information technology infrastructure components and support practices
- Help Desk/ticketing systems and performance metrics
- Automation tools, scripting concepts, and emerging AI support technologies
- Cybersecurity best practices and compliance standards
- Modern office practices, procedures and equipment
- Standard office productivity software applications, including word processing, spreadsheets, presentations, and videoconferencing

INFORMATION TECHNOLOGY SERVICES SUPPORT SUPERVISOR

Ability to:

- Learn County Education Office organization, operations, policies, rules and objectives
- Plan, organize, and prioritize work of self and others
- Set and adjust priorities for self and others
- Analyze situations accurately and recommend or adopt an effective course of action
- Evaluate and analyze data to formulate recommendations for management
- Work independently and as member or leader of a team
- Foster a collaborative, customer-service focused team culture
- Facilitate meetings and discussions effectively
- Represent SBCEO and ITS effectively
- Exercise tact, patience, and courtesy in interactions with others
- Understand and follow oral and written directions
- Lead, supervise, and motivate a technical support team
- Meet schedules and deadlines
- Analyze complex technical and operational issues and implement solutions
- Communicate clearly and effectively with both technical and non-technical stakeholders
- Deliver high-quality customer service and resolve conflicts professionally
- Develop and improve processes, documentation, and service delivery models
- Interpret and apply policies, procedures, and regulations
- Maintain confidentiality of sensitive information

Licenses and certificates

Possession of job-related certifications (e.g., ITIL, CompTIA A+, Network+, Security+, or similar) is preferred.

Possession of a valid California driver's license and the use of a dependable vehicle may be required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

Working conditions

This classification is considered generally sedentary. Most work is performed while sitting at a desk and involves extensive use of computers, telephones, and other office equipment.

Duties may occasionally involve lifting equipment weighing up to 50 lbs., but strenuous physical activity is not typically associated with this classification.

The work is performed primarily in an office environment, with occasional work in environments such as server rooms or wiring closets. The position may require occasional travel to district or site locations. Availability outside standard working hours may be required to support maintenance, upgrades, or emergency response.

INFORMATION TECHNOLOGY SERVICES SUPPORT SUPERVISOR

Series
Information Technology

Salary range 97

Approved by the Personnel Commission: November 19, 2026