IRVINE UNIFIED SCHOOL DISTRICT

SUPERVISOR I-TECHNOLOGY SUPPORT

DEFINITION:
Under the supervision of the Supervisor II - Technology Support, coordinates the District's Technical Support Program; supervises and provides direction to assigned technical support personnel; manages technology projects.

DISTINGUISHING CHARACTERISTICS:
The Supervisor I classification is the entry-level classification in the Supervisor Technology Support Series. The classification of Supervisor II is distinguished from the lower classification primarily by the higher degree of leadership, conflict resolution, technological problem solving, and project management abilities expected of the position. The Supervisor II has overall responsibility for the technology support program and exercises a high-degree of independence in carrying out his/her assigned duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Coordinates the District technical support program with IT Management; oversees daily support needs of the District.
- Supervises, provides training and work direction to and evaluates assigned technical support team personnel.
- Monitors Help Desk and other indicators of support needs to identify critical issues, trends, and necessary interventions.
- Coordinates technology purchasing and device repairs and replacement.
- Schedules and supports staff to meet technology needs, priorities and timelines.
- Meets with school site administrators and technicians about specific technical support needs.
- Manages technical projects including requirements definition, technical design, implementation, staff training and communications.
- Plans, develops, coordinates and provides staff training to update and improve technical support team knowledge and skills.
- Investigates, diagnoses and resolves complex technical issues.
- Facilitates effective communication and collaboration within support team, between technicians and other IT divisions, and with consultants and vendors.
- Identifies, evaluates, implements and communicates technology hardware and software standards.
- Reviews technology purchases to assure established standards are met. Works with purchasing and site staff to resolve issues with technology purchasing and device specifications or availability.
- Maintains current specialized and advanced knowledge of technology support principles and techniques; maintains appropriate technology certifications or demonstrates equivalent knowledge.
- Prepares, maintains and delivers reports and presentations related to assigned activities including IT projects, service outages and technical support program effectiveness.
- Leads and participates in staff meetings to communicate objectives, share updates, collaborate and gather feedback from personnel.
- Assists in District-wide technology planning, resource prioritization and communications.
- Assists in planning for project staffing, equipment and systems needs in anticipation of enrollment and technology program growth.
- Communicates with personnel, departments, administrators and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Administers device management and help desk solutions.
- Performs other related duties as required.

QUALIFICATIONS GUIDE

Knowledge of:

- General technology concepts and applications.
- Enterprise IT support methodologies and solutions.
- Technical problem-solving standards.
- Project Management tools and techniques.
- Policies and objectives of assigned program and activities.
- Principles and practices of supervision and training.
- Technical aspects of field of specialty.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

Ability to:

- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and collaborative working relationships with others.
- Work under pressure.
- Research and resolve complex technical issues.
- Evaluate technical solutions efficiently and thoroughly.
- Train, schedule and supervise assigned personnel.
- Plan and organize work. Prioritize and schedule work.
- Learn, apply and implement new technologies quickly in a rapidly changing environment.
- Problem-solve and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.

EDUCATION/EXPERIENCE:
Any combination equivalent to: bachelor's degree in management information systems or a related field and three years of progressively responsible experience in a technical support lead or supervisor role.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Sitting, standing and walking for extended periods of time.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Reaching overhead, above shoulders and horizontally.
- Bending at the waist, kneeling or crouching.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 100 pounds with assistance as needed.

WORK ENVIRONMENT:
Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.