

SUPERVISOR-TECHNOLOGY SUPPORT

DEFINITION:

Under the supervision of the Chief Technology Officer, plans and executes goals and objectives of the District's technical support program; supervises and provides direction to assigned technical support personnel; evaluates program effectiveness.

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

- Plans, organizes and supervises the technical support program; oversees daily support needs of the District.
- Supervises, provides training and work direction to and evaluates assigned technical support team personnel.
- Schedules staff to meet technology needs, priorities and timelines.
- Evaluates level of service and effectiveness of technical support program.
- Meets with school site administrators and technicians about specific technical support needs.
- Assigns and manages project-based and ongoing team member support assignments to assure effectiveness and balance workload.
- Manages complex technical projects including requirements definition, budget development, stakeholder engagement, technical design, implementation, staff training and communications.
- Reviews, analyzes and improves technical support and customer service procedures and related systems.
- 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.
- Determines vendors and negotiates pricing for equipment standards and special projects.
- Reviews technology purchases to assure established standards are met.
- Coordinates technical support for District initiatives and events, including new curriculum and standards implementations, professional learning dates and State testing.
- Serves as a technical liaison for technology issues presented by site and District leadership.
- Researches and applies best practices related to enterprise technology management and service delivery.
- Collaborates with educational agencies, private corporations and other technical resources to continuously assess and improve IUSD technical support.
- 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 as an active participant of the IT management team.
- Plans 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.
- Perform 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.

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