

Manager - Technology Support

Purpose Statement

The job of Manager - Technology Support is done for the purpose/s of serving as a leader in the Department of Technology supporting customers of district end-user hardware and software; ensuring problems and issues related to hardware and software availability and stability are resolved in a timely fashion; managing projects and coordinating with other district leaders, assisting with the development and deployment of departmental strategic goals.

This job reports to the Director of Technology

Essential Functions

- Builds positive working relationships with team members, vendors and other departments for the purpose of working collaboratively toward advancing department goals.
- Collaborates with the Technology Communications and Training group for the purpose of communicating effectively with district staff and students as well as training on the proper use of technology.
- Collaborates with other department leaders for the purpose of obtaining and committing necessary resources at the appropriate time, level and expertise to support district initiatives.
- Collects customer feedback for the purpose of monitoring effectiveness of support and to drive continuous improvement processes.
- Communicates the district and department mission, vision and strategy to the Technology Support Services group for the purpose of ensuring department goals and activities are aligned.
- Coordinates large scale desktop and laptop computer rollouts for the purpose of distributing equipment to district employees and students.
- Defines the strategy and desired outcomes of the Technology Support Services group for the purpose of ensuring alignment to the strategic objectives of the department and district.
- Ensures hardware firmware and drivers are monitored and updated as needed for the purpose of optimizing end-user performance.
- Ensures physical inventory levels are monitored and replenished as needed for the purpose of managing assets related to end-user technology hardware.
- Maintains excellent communication and collaboration with all stakeholders for the purpose of ensuring open channels of communication and flow of information.
- Maintains current knowledge of technology software and hardware for the purpose of in order to effectively lead and implement department goals and processes.
- Manages the processing of end-user incidents, requests and problems for the purpose of ensuring rapid and responsible responses.
- Manages the daily operations of the Technology Support Services group for the purpose of ensuring all work is completed on time, within budget and to customer requirements.
- Oversees the leadership of the Technology support Services groups for the purpose of supporting all end-user technology throughout the district.

- Oversees logistical operations and maintenance of end-user district technology (e.g. cyber security team, communication and training, etc.) for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Oversees the implementation of processes and technical documentation needed within the Technology Support Services group for the purpose of ensuring continuity and consistency of work and information.
- Participates in partnership efforts with other department leaders (e.g. identify needs and possible process improvements; communicate with staff and students regarding maintenance of technology, etc.) for the purpose of implementing and maintaining district technology plans, policies, and procedures.
- Researches preventative maintenance procedures for the purpose of maintaining district technology hardware.
- Researches applications, vendors, consultants and emerging technology for the purpose of recommending products that meet district requirements for capabilities and costs and providing technical assistance to district staff.
- Reviews opportunities for improvement within own practice and those within the assigned area of responsibility for the purpose of ensuring personal and departmental excellence.
- Serves as an active participant in the Department of Technology leadership team for the purpose of contributing to the strategy, vision and direction of the department.
- Sets deadlines, assigns responsibilities, and monitors and summarizes progress of projects for the purpose of leading and completing projects.
- Supervises assigned staff members, plans and delegates work, and provides for continual development of employees for the purpose of ensuring the highest potential of employees is achieved.
- Utilizes appropriate project management tools, processes and procedures for the purpose of effectively leading and managing projects.

Other Functions

- Attends training as required by administration or as needed for the purpose of ensuring effective job performance and complying with district protocol.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: strong leadership and management ability is required, demonstrated customer service experience is required, excellent interpersonal skills including oral and written communication is required, strong project management skills is required which includes the ability to manage multiple large projects simultaneously is required.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: Bachelor's degree with a technology focus or business administration is preferred, at least three years experience working in an educational environment is preferred, at least 3 years of supervisory experience is

preferred, at least five years of increasingly responsible experience in providing technical customer service is preferred, knowledge of ITIL processes and service management tools is preferred, experience with large-scale computer deployments is preferred.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; analyzing situations; defining issues; drawing conclusions; setting priorities; and working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Bachelors degree in job-related area.

Equivalency

Required Testing

Job-Related Skills Proficiency Test

Certificates

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Approval Date

Salary Range