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Submitted: 04/24/2018

JOB TITLE:	SUPERVISOR TECHNOLOGY SERVICES
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	II/GRADE 5
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8603
BARGAINING UNIT:	CLAP

#### SCOPE OF RESPONSIBILITIES

Supervises field technicians, and provides support for onsite installation, support, troubleshooting, and maintenance of district technology including, but not limited to, computing devices, data and communication network equipment, business machines and other electronic equipment and associated peripherals. Oversees the technology repair processes and provides technical support to district staff. Communicates effectively with customers throughout the technology support process. Effectively tracks and annotates work performed according to policies, procedures and performance standards mandated by management.

#### PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Supervises field technicians, and assists in staff scheduling, installation, maintenance, upgrade/updates and repair of computing equipment, legacyN oIP equipment, business machines, audio visual equipment, scanners, integrated surveillance & access control systems, networking and wireless equipment and all associated peripherals

Supervises the Field Technician team(s) during installation, upgrade, and maintenance of all networking peripherals, including, but not limited to, cabling, ports, switches, patch panels and wireless access points and provides the team with appropriate resources

Supervises the installation & maintenance as well as upgrades/updates, and repairs of interactive audio visual classroom aid equipment

Provides assistance and guidance on new technology purchased with KETS funding throughout district as well as assists school technology coordinator with annual site inventory

Effectively and routinely communicates with district staff and end users regarding district technology, and addresses quality of service issues with business owners and managers

Continually adheres to, and follows, change management protocols, policies, procedures and performance standards, as mandated by management, and follows continuous process improvement methodologies to create and maintain lean, effective and efficient field support operations

Performs proper sanitization and disposal of technology equipment per district policy and procedures, and maintains standard equipment list. Supervises Field Technicians and assists the Field Service Engineer in the upkeep of fleet equipment inventory and cleanliness of technician fleet vehicles

Ensures the timely completion work orders assigned to the field technicians, suggests enhancements to the ticketing system platform as dictated by field observations, and communicates effectively and proactively to promote and sustain cross training among Field Technicians

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of technology advances and personal technical skills related to the job

Performs all other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is performed while standing or walking. The work requires the use of hands and tools for simple grasping and fine manipulations. The work, at times, requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push or pull medium weights. The work involves being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

#### MINIMUM QUALIFICATIONS

Associate's degree in information technology or related field and/or five (5) years of direct experience in computing/electronic equipment repair or related field

In-depth knowledge of Information Technology and Electronic equipment. Ability to effectively prioritize and execute tasks in a high-pressure environment

Excellent written and oral communication skills coupled with strong understanding of TCP/IP, network architecture and ability to effectively troubleshoot with Technicians and other IT staff. Ability to interpret Schematics and keep documentation up to date

Must be able to work with and independently of others, with and without supervision.

A current, relevant, and industry-recognized certification or the ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

#### DESIRABLE QUALIFICATIONS

Bachelor's Degree with project management experience

Specialized training in a manufacturer's certification program

Electronic and network IT equipment support experience