



NEW: Submitted:  
07/17/2019 07/16/2019

JOB TITLE:	SUPERVISOR TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	AS APPROVED BY BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8558
BARGAINING UNIT:	CLAS

#### SCOPE OF RESPONSIBILITIES

Coordinates, leads and assists the Technology Integration Support team. Provides technical consultation, training and support to the Computer Education Support staff to ensure the success of student instructional device deployment.

#### PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Represents the technology integration team to other teams and business owners; works cooperatively with peers to ensure the successful deployment of student instructional devices

Leads staff in the performance of assigned duties and works closely with the Manager Technology and Integration Support Services to implement measures to advance the integration of technology in schools as well as to gather key metrics to measure performance of the technology integration group

Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a proactive manner

Engages in self-directed research and in-depth troubleshooting to resolve issues; works closely with other customer support team members and engages other technical service groups when necessary

Coordinates the development of documentation, videos, processes and strategies to help with technology integration

Communicates effectively with schools and vendors to make sure devices are deployed in a timely manner, serviced quickly, and inventory at schools is accurate

Provides technical consultation, training and support to participants in the student technology apprentice program

Creates a positive team environment and empowers staff to perform at their best

Maintains efficient and accurate records of student instructional device deployment tasks in the ticketing system

Ensures functionality and monitoring of mobile device management and content filtering system

Evaluates staff as assigned

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

#### PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires driving automotive equipment.

#### MINIMUM QUALIFICATIONS

Bachelor's degree and/or five (5) years of directly related experience

Demonstrable experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high-pressure environment

Project management experience
Valid driver's license
Effective communication skills
DESIRABLE QUALIFICATIONS
Master's Degree
Experience in a diverse workplace