



NEW: 07/01/2019
Submitted: 06/11/2019

JOB TITLE:	MANAGER TECHNOLOGY AND INTEGRATION SUPPORT SERVICES
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8499
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Directs the Technology Support and Integration Coordinators to ensure that end users receive appropriate assistance. Manages the deployment of student and teacher mobile devices. Manages all procedures related to the identification, prioritization, and resolution of end user help requests, including the monitoring, tracking, and coordination of technology support services throughout the district. Assists in tracking and maintaining technology inventory, reporting and works with internal and external customers on required reporting.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Manages the processing of incoming support requests to ensure courteous, timely, and effective resolution of end user issues
- Establishes and enforces processes for developing support workflows
- Coordinates, monitors, and tests the installation and upgrading of software, systems configuration and application support
- Interfaces directly with District customers, vendors and other stakeholders and analyzes performance of the technology support services activities and documented resolutions, identifies problem areas, and devises and delivers solutions to enhance quality
- Tracks trends in service requests and generates statistical reports; analyzes tracked data to design and implement measures to enhance operational efficiency and customer service
- Supervises deployment and support of instructional devices, to include mobile device management, MUNIS, and other tracking systems
- Supervises inventory management of all computing devices in the District
- Manage Student Technology Apprenticeship Program
- Coordinates development and dissemination of help sheets, usage guides, and FAQ lists for end users
- Evaluates staff as assigned
- Performs other duties as assigned by the designated 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 bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

- Bachelor's degree in the field of computer science, information sciences, or related field
- Five (5) years of experience leading an enterprise information technology support group
- Proven application and enterprise technology support experience with knowledge of programming languages and scripts.

Extensive project management experience and knowledge of enterprise computing and network infrastructure and support as well as HDI best practices and ITIL

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree

ITIL certification

Experience in a diverse workplace