JOB DESCRIPTION

Job Title	Technology Service Supervisor
Department	Information Technology
Reports To	Director of Technology
Classification	Non-Affiliated
Location	Administration Building
Salary	On Schedule
Length of Contract	12 Months

> This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Technology Service Supervisor will oversee and serve as a back-up for the Technology Field Technicians and Support Specialists. The Technology Service Supervisor will build, monitor, maintain, support, and optimize the District's support systems for information technology. This position advises the Director of Technology on strategic matters of significance; exercising independent judgment to secure and support the technical operation of the District and employs confidentiality and discretion regarding security and audit inquiries. This role will supervise, mentor, and provide guidance to District Technology Department staff members.

Essential Job Functions

- Trains, mentors, schedules, supervises, and evaluates the Technology Field Technicians, Lead Technician and Support Specialists. Monitors their workload, assigns tasks, and acts as a resource and back-up for all areas of these positions.
- Develops and enforces service desk processes and workflows, including escalation policies and procedures.
- Acts as second and third level of support and subject matter expert for assigned areas of responsibility.
- Serves as a liaison with Technology Department staff, consultants, and vendors of assigned systems.
- Documents internal technical work and job processes.
- Analyzes performance of service desk activities and documented resolutions, identifies problem areas, and implements solutions to enhance quality of service and prevent future problems.
- Assists with and identifies needs for the development and dissemination of training programs, help sheets, usage guides, and FAQ lists for end users.
- Provides data and reporting of key performance indicators and trends to IT department and others in ad-hoc, weekly, monthly and as needed.
- Leads Technology Department Collaboration meetings.

Ancillary Job Functions

- Maintains current knowledge of professional, technical, and industry standards.
- Provides support in the event of technology related emergencies.
- Performs other related duties as assigned.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- Bachelor's degree in Information and Communication Technology Systems or related fields.
- Minimum of three to five years of experience with technical systems management and customer service delivery or relevant work experience.
- A sound understanding of customer service delivery in an IT environment and service management methodology such as Information Technology Infrastructure Library (ITIL) or Information Technology Service Management (ITSM).
- Experience with desktop and mobile hardware and software, operating systems, and MS Office products.
- Experience in managing front-line IT staff as part of a technical support team.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Five or more years of experience in a medium to large organization focused on technical systems management and customer service delivery or relevant work experience.
- Proficiency in technical writing and documentation.
- Qualifications in the ITIL, ITSM or equivalent service management framework.
- Three or more years of experience in a supervisory role of five or more staff.
- Experience in field of education.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Ability to test system prototypes, document system inputs, outputs, and performance related to system design.
- Ability to work cooperatively and contribute to educational and technical solutions development with team members, staff, and students.
- Ability to read and comprehend technical narrative material including manuals, handbooks, and instructional memoranda for application to daily work.
- Ability to attend off-site training and industry conferences.
- Excellent communication skills and an ability to present ideas in user-friendly language to non-technical staff and end users.
- Customer service focus and an understanding of the caring delivery of timely, defect free solutions.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Demonstrates professional behavior and exceptional interpersonal skills, promoting positive relationships with students, staff, publics, and peers.
- Ability to travel to multiple District buildings in compliance with District driving policy.
- Ability to work a flexible schedule, including evening and weekend hours, as required.
- Demonstrates an understanding and use of culturally responsive practices.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office/school environment and moderate noise levels.
- Requires work in the presence of mechanical and equipment noise.
- Requires work in network operations centers and closets with air handling and cooling.

Physical Requirements – The physical demands described below 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 essential functions.

- Must be able to work at desk/computer for extended periods of time.
- Ability to focus on detailed work for extended periods of time.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.
- Ability to maneuver heavy electronic equipment and climb ladders up to 10 feet in height.
- Must be able to sit, stand, lift, and walk for extended periods of time.
- Must be able to frequently talk/hear, grasp, push/pull, reach, stoop/kneel/crouch, climb/balance.
- Must have clarity of vision, three-dimensional vision, precise hand-eye coordination, and ability to identify and distinguish color.
- May be required to lift 75 pounds with or without assistance.