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<b>Position:</b>	Supervisor, Customer Services	<b>FLSA:</b>	Exempt
<b>Department/Site:</b>	Information Technology Services	<b>Salary Grade:</b>	34
<b>Reports to/Evaluated by:</b>	Director, Information Technology	<b>Salary Schedule:</b>	Classified Management

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### **SUMMARY**

Supervises the customer support staff of the Information Technology Services Department. Assesses District and individual user needs and insures that the support staff is able to meet them. Supervises, plans, and coordinates the activities and operations of the user support division within Information Technology Services. Coordinates assigned activities with other departments and outside agencies. Routinely performs technical and complex tasks relative to the position.

### **DISTINGUISHING CAREER FEATURES**

Under general direction of the IT Director, independently supervises the customer support staff of Information Technology Services. Plans, organizes, supervises and performs department activities. Accountable for the supervision and efficient performance of department staff in a highly technical arena. Accountable for insuring that technical support is provided to meet the needs of all customers. High level of contact with District and school site users to provide installation of computer equipment and programs. Trains staff and customers users to resolve technical problems.

This is the highest position in the technology series and requires specialized knowledge and education in the computer science field equal to the attainment of a Bachelor's Degree. Experience providing management and supervisory skills required beyond formal education.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Plans, prioritizes, assigns, supervises and reviews the work of staff responsible for providing computer and applications support for all customers in the District.
- Participates in the selection of professional computer support staff. Provides or coordinates staff training. Works with employees to correct deficiencies. Implements discipline procedures.
- Coordinates requests from customers for computer support. Coordinates, tracks, and monitors requests. Assigns requests to appropriate staff.
- Insures hardware and software is current with industry standards and meets District and customer's needs.
- Prepares various reports on projects and activities. Participates in the preparation and administration of the Technology Services budget. Submits budget recommendations and monitors expenditures. Monitors expenditures for computer repairs for all District users' computer equipment.

- Recommends and assists in the implementation of goals and objectives. Establishes schedules and methods for providing computer technical support. Implements policies and procedures.
- Consults with various District personnel to determine computer support needs and requirements, and coordinates related activities and services.
- Prepares documentation for new programs and changes to existing systems in accordance with established standards and procedures.
- Participates in the selection and acquisition of computer system hardware and software systems. Keeps records of all software purchases and licenses. Conducts feasibility studies and prepares inventory reports.
- Manages the inventory tracking of the District's computer refresh program and other received computers.
- Responsible for creating, implementing and maintaining up-to-date, step-by-step procedures for all District computer configurations used by the support staff.
- Performs other duties as assigned that support the overall objectives of the district.

## **QUALIFICATIONS**

**Knowledge and Skills:** Requires specialized knowledge of computer sciences including application systems, operations and PC networks. Must have strong PC skills and knowledge. Thorough understanding of District operations, goals, objectives, policies and procedures is essential. Requires strong management and administrative skills. Requires strong communication skills in order to interact with a wide range of internal and external contacts. Supervisory and leadership skills to direct professional and technical staff are required.

**Abilities:** Incumbent must be able to perform the various aspects of the job including the ability to effectively plan, develop and implement complex and detailed administrative and technical programs and projects. Must be able to analyze and evaluate the technical support needs of customers and develop the most effective program or solution to meet those needs. Must be able to develop programs and systems within the operational goals of the District and individual departments. Should be able to do long range forecasting in order to determine technical support needs. Will be able to supervise and lead a professional and technical staff.

**Physical Abilities:** Requires good arm, hand, finger dexterity in order to operate keyboard, typewriter and other office equipment. Requires visual acuity to read words and numbers and speaking and hearing to communicate in person or over the phone. Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

**Education and Experience:** Bachelor's Degree with 5-8 years related experience of which a minimum of 3 years are in a lead or supervisory capacity. Additional in-depth experience plus related college level classes may substitute for the degree requirement.

**Licenses and Certificates:** Requires a valid driver's license.

**Working Conditions:** Work is typically performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites may be frequently required. Must have own transportation.