

## SENIOR ADMINISTRATOR, IT CUSTOMER SUPPORT

### DEFINITION

Directs the deployment, implementation, and maintenance of IT technical field support, Enterprise HelpDesk, and customer experience for the Information Technology Division.

### TYPICAL DUTIES

- Directs and oversees the development and implementation of the District's strategies related to IT customer support, IT customer experience, and IT technical support and ensures that practices and procedures adhere to Education Code regulations and guidelines.
- Directs the identification of new and emerging technology products and equipment and ensures that the implementation of products and equipment into the District's technology environment is successful with minimal disruption to district operations.
- Directs the design, development, implementation, and management of the District's Community of Schools (CoS) technology support model.
- Directs the execution of software implementation on District devices and participates in the selection process to ensure successful integration into the District's infrastructure environment.
- Establishes the District's policies and standards related to IT customer experience, IT technical support, and HelpDesk operations ensuring consistency and uniformity.
- Directs the technical reviews of IT Projects to ensure adherence to applicable policies, standards and practices.
- Advises the Chief Information Officer on complex technology projects and initiatives that affect the District.
- Collaborates with division executive leadership and provides advice regarding standards for evaluation of proposed technology products and prioritizes and implements technology projects impacting schools and offices based on complexity, risk, and necessity.
- Confers with division executive leadership to identify and evaluate trends across the District relative to various recurring issues such as software functionality incidents, access issues, or network connectivity issues and advises on identification, development and deployment of resolutions based on industry standards and best practices, through direction and oversight of capacity planning activities.
- Collaborates with the Project Management Office to review and evaluate recommendations for new projects and modifications that may affect customer experience and customer support.
- Develops technology contingency plans for district sites in concert with Disaster Recovery/Business Continuity (DR/BC) to ensure the District's school and business continuity are sustained in the event of an emergency.
- Ensures IT customer support responsiveness to critical issues, high profile district events, site readiness, and other school operational needs.
- Directs the assessment of needs and provides support to Local District Community of Schools (CoS) and schools.
- Directs the realignment of IT support and resources to respond to increased school site technology demands and improve communication to families.
- Directs the development of District's IT customer support and experience roadmap and refresh strategy to support the growing technology needs and oversees the upgrade and refresh of aging technologies.
- Performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Senior Administrator, IT Customer Support is responsible for the deployment, implementation, and maintenance of District hardware and software at schools and offices and advises the Chief Information Officer on the technical support strategy for the District.

The Chief Information Officer is responsible for the development of strategic, innovative information services and plans the day-to-day operations of the information services function.

A Senior Director, Information Technology is the administrative head of a group of branches or units within the Information Technology Division.

## SUPERVISION

Administrative direction is received from the Chief Information Officer and exercises administrative direction over the IT Customer Support Branch and other management and technical personnel.

## CLASS QUALIFICATIONS

### Knowledge of:

- Disaster Recovery and Business Continuity Centralized and computerized IT service management software
- Provision of remote customer support
- Customer service practices and public relations concepts
- Project management methodologies and best practices
- Technology management using ITIL
- PC software and functions
- Networking, application systems, and client server operation
- Support service workflow processes, including management of workflow using a problem tracking system
- Risk management on large technology projects
- Budgetary planning, management, and cost controls
- Personnel practices and policies
- Principles of training, employee evaluation, and employee relations

### Ability to:

- Courteously relate to a wide customer base
- Motivate staff in a challenging, yet rewarding work environment
- Understand future information technology trends
- Analyze business processes
- Evaluate policies, procedures, and problems and develop and implement, through subordinate managers, operating changes to achieve objectives
- Establish and maintain data integrity and high availability
- Review and evaluate detailed project management plans to ensure tasks are completed on time, within budget, and meet or exceed specifications
- Coordinate personnel management activities and resolve immediate and long-range problems
- Develop processes and procedures that can be audited for compliance with industry best practices guidelines
- Prepare clear, concise reports and make recommendations
- Conduct meetings and make effective oral presentations
- Resolve conflicts and promote cooperation

Stay abreast of current trends and technical advancements  
Develop and implement operating changes required to achieve goals and objectives  
Establish and maintain effective relationships with officials of public and private organizations, employees, coworkers, and the general public  
Conduct meetings utilizing consensus building techniques and make effective presentations

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a Bachelor's degree preferably in business administration, computer science, information technology, or a related field. A Master's degree in management information systems, computer science, business or public administration, or other related field is highly preferable.

### Experience:

Six years of executive or management level experience managing customer support, customer experience, and monitoring quality control measures for a large organization with at least 10,000 employees.

### Special:

A valid California Driver License  
Use of an automobile  
Information Technology Infrastructure Library (ITIL) certification is preferred

## SPECIAL NOTES

1. Senior Management classification.
2. An employee in this class is subject to call at any hour.
3. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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11-18-21  
RGK