IT SUPPORT TECHNICIAN SUPERVISOR

DEFINITION

Supervises, coordinates, plans, and participates in all work related to the IT computing systems at schools or offices.

TYPICAL DUTIES

Supervises, organizes, plans, and participates in the work performed by IT Support Technicians in schools and District offices such as:

Installing and testing of computing devices and tablets on a local area network.

Setting up mobile computer carts and tablets throughout the schools.

Installing of commercial off the shelf software on computing devices and tablets.

Advising IT Support Technicians with diagnostic and troubleshooting of local server and local network communication problems.

Diagnosing and analyzing reports gathered from the field staff.

Inspecting and diagnosing hardware and software malfunctions.

Coordinating the delivery and installation of computing devices and tablets for schools and offices.

Acting as a supervisory resource in technology-related matters.

Provides technical expertise to IT Support Technicians in troubleshooting hardware and commercial off the shelf software with computing devices and tablets.

Schedules, monitors, and inspects the daily activities of IT Support Technicians.

Investigates complaints related to IT Support Technician activities at schools and offices.

Analyzes reports of complex mobile device issues, such as warranty, policy, or procedural concerns prior to submission to vendor(s) for resolution.

Generates daily, weekly, and monthly status reports regarding field activity.

Assists in the maintenance of IT assets for schools and offices.

Coordinates with the Asset Management Unit to ensure compliance with all State and Federal guidelines.

Provides technical guidance in the establishment of site guidelines.

May provide assistance to a school or office with ordering of technology related equipment and supplies.

May assist in the maintenance of District office maintain inventory of technology hardware and software licensing; including ensuring hardware is logged, stripped, and secured prior to disposal or return to vendor.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RLATED CLASSES

An IT Support Technician Supervisor oversees subordinate IT Technical staff the Microcomputer Support Assistants and their work in designated District locations.

An IT Infrastructure Project/Program Manager performs the same duties as a Senior IT Infrastructure Project/Program Manager except that an IT Infrastructure Project/Program Manager manages less complex projects and does not supervise other Project Managers.

An IT Support Technician Microcomputer generally reports to a local site and installs and maintains computing systems, replaces malfunctioning components, and refers major hardware or software problems to service personnel.

SUPERVISION

General supervision is received from an IT management employee such as a Senior Director, Information Technology. General supervision is exercised over IT technical support staff.

CLASS QUALIFICATIONS

Knowledge of:

Principles of software and hardware installation
Current practices on the installation, testing, diagnosing, analyzing, and troubleshooting of computing systems, tablets, network servers, and local area networks.
Hardware mechanical functioning, basic electronics, and tools used in the maintenance and simple repair of computer equipment
Computing systems using Windows OS, Apple Mac OS, Apple iOS, Linux Servers, Android OS, and Chrome OS
Network access, including wireless, 3G, and 4G
Software applications for mobile devices
Microsoft Office Suite
Enterprise Service Center Applications
Principles of organization, management, and supervision
Mobile device management and mobile access management technologies
Internet, software, and security applications

Ability to:

Communicate effectively, both orally, and in writing
Supervise, train, and evaluate the performance of staff
Analyze and diagnose malfunctions and recommend solutions
Maintain effective working relationships with District personnel and service
Respond to technical emergencies at schools or offices caused by hardware and/or software malfunctions or employee absences
Stay current with technological advances in computing devices, tablets, and operating systems

Special Physical Requirement:

Safely lift and carry objects weighing up to 50 pounds.

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency supplemented by two courses involving the installation and maintenance of computer systems and related equipment. Associates Degree in computer information systems, computer science, or related field is preferable.

Experience:

Two years of experience in the installation, set up, and maintenance of networked personal computers and other computing devices. Experience in a lead or supervisory capacity is preferable.

<u>Special</u>:

       A valid California Driver License.
       Use of an automobile.
       A+, Apple Certified Macintosh Technician (ACMT), Aruba Certified Mobility Associate (ACMA), Certified Wireless Network Associate (CWNA), Cisco Certified Network Associate Wireless (CCNA), or similar certifications are preferable.

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.

Revised
01-29-18
PJO