LOS ANGELES UNIFIED SCHOOL DISTRICT   CLASS DESCRIPTION
PERSONNEL COMMISSION   Management
          Class Codes

DIRECTOR OF IT, CUSTOMER SUPPORT	4807	Mgmt.-District
DEPUTY DIRECTOR OF IT, CUSTOMER SUPPORT	4808	Mgmt.-Unit J

DEFINITION

Plans, organizes, and directs the activities of an IT Customer Support Branch in the Information Technology Division. The Deputy Director assists in the management of the Branch and acts for the Director as required.

TYPICAL DUTIES

Directs employees engaged in providing IT support in areas such as asset management, desktop and mobile hardware, enterprise applications, helpdesk, infrastructure, and software.

Develops and implements policies, procedures, and programs regarding customer support services.

Evaluates metrics produced from IT Service Management software, makes recommendations, and implements improved customer services.

Provides recommendations relative to customer service to Information Technology Division senior management staff.

Coordinates the implementation of quality control measures across all functional areas of the Information Technology Division to ensure seamless customer service throughout the District.

Directs and participates in the evaluation of evolving technology and the cost-benefit analysis of that technology relevant to customer support function.

Coordinates resolution of issues in accordance with District policy, applicable laws, and regulations.

Makes presentations to the Board of Education, special committees, District representatives, and vendors regarding identified needs, proposed solutions, business strategies, and project status.

Administers the budget, controls expenditures, and allocates resources of an IT Customer Support Branch.

Produces management reports of IT service support and technology equipment replacement.

Directs the production and evaluation of customer service feedback surveys.

Interprets and applies provisions of collective bargaining agreements.

Coordinates with other District offices and advisory committees to resolve customer issues and ensure high levels of customer service and support.

Evaluates staff performance and conducts progressive discipline procedures when needed.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Director of IT, Customer Support administers and coordinates the development and implementation of customer service and support activities.

A Deputy Director of IT, Customer Support assists in the management of this function and assumes responsibility for particularly complex or sensitive projects and continuing programs of the Branch.

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

SUPERVISION

The Director of IT, Customer Support receives administrative direction from a Senior Director and exercises administrative direction over lower-level management staff. The Deputy Director of IT, Customer Support receives general direction from a Director or Senior Director, or higher level administrator and exercises general direction over lower-level supervisory personnel.

CLASS QUALIFICATIONS

Knowledge of:

Centralized and computerized IT service management software
Customer service practices and public relations concepts
Project management methodologies and best practices
IT customer support service strategies and best practices
IT 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
Methods of project and process control, budgeting, and cost analysis and forecasting
Principles of organization, personnel management, and progressive disciplinary procedures
Pertinent employee health and safety laws, regulations, and District policies and procedures

Ability to:

Courteously relate to a wide customer base
Understand future information technology trends
Analyze IT business processes
Conduct and participate in meetings and conferences
Enter and retrieve information using computers
Recognize, analyze, and deal effectively with problems and issues
Prepare reports and write clearly, concisely, and convincingly
Speak clearly, concisely, and effectively
Work effectively with District personnel, the public, and representatives of manufacturers and other organizations
Work well under pressure of multiple priorities and short deadlines
Manage through direct reporting personnel
Supervise, train, and evaluate the work of personnel
Maintain confidentiality

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree, preferably in business administration, computer science, computer information systems, telecommunications management, electrical or software engineering, or related field. An advanced degree in business or computer science is preferable.

Experience:

Director of IT, Customer Support:

Three years of management experience over an IT repair, IT help desk, or other service related IT unit. At least two years must have included experience in current (within the past five years) technology and procedures for managing IT Customer support in the area of networks, software applications, telecommunications, IT service management, IT business process improvement, or other IT service related areas.

Deputy Director of IT, Customer Support:

Three years of supervisory experience over an IT repair, IT help desk, or other service related IT unit. At least two years must have included experience in current (within the past five years) technology and procedures for managing IT Customer support in the area of networks, software applications, telecommunications, IT service management, IT business process improvement, or other IT service related areas.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTES

1. Management classes, exempt from bargaining units.
2. Incumbents in these classes may be required to travel extensively.
3. Employees in these classes 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.

Revised
4-17-17
SJ