

## **TECHNOLOGY SERVICES SUPERVISOR**

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### **Purpose Statement:**

The job of Technology Services Supervisor is done for the purpose/s of under the direction of the Director of Technology and Student Assessment, organizes and directs the activities and operations of the network and data communications system of the District; implements and maintains current and evolving data communications, network systems and new software; provides technical expertise and oversight in the acquisition and implementation of software solutions; supervises assigned personnel.

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### **Essential Functions**

- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and network operations.
  - Communicates with administrators, personnel and outside organizations for the purpose of coordinating activities and resolving issues and conflicts and exchanging information.
  - Coordinates a variety of projects and/or activities for the purpose of ensuring compliance with established guidelines.
  - Maintains LAN/WAN functionality (e.g. data circuits, Internet connectivity to schools, software/hardware, etc.) for the purpose of advising administrators, staff and others in matters of financial and technical issues.
  - Monitors District network, data and voice communication functions for the purpose of ensuring continuity of service.
  - Participates in meetings, workshops and seminars for the purpose of conveying and/or gathering information required to perform functions.
  - Participates in the development and implementation of department policies and procedures for the purpose of meeting the District's technology goals and objectives.
  - Provides technical expertise in the acquisition and implementation of hardware and/or software solutions for the purpose of meeting the organizational goals and objectives.
- Researches software applications and hardware requirements for the purpose of previewing products to provide recommendations regarding applications and purchases.
- Supervises assigned personnel (e.g. interviewing, hiring recommendation, evaluating, training, monitoring workflow, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.

### **Other Functions**

- Assists other personnel for the purpose of supporting them in the completion of their work activities.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: network operating systems; workstation operating systems; WAN/LAN configurations procedures and protocols; computer and network hardware.

ABILITY is required to schedule a number of activities, meetings, and/or events; routinely gather, collate, and/or classify data; and consider a wide variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing a variety of complex processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; meeting deadlines and schedules; working as part of a team; and working with detailed information/data.

**Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; managing a department; and supervising the use of funds. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to significantly impact the Organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 40% sitting, 40% walking, and 20% standing. The job is performed under minimal temperature variations and a generally hazard free environment.

**Experience** Job related experience within specialized field with increasing levels of responsibility is required.

**Education** Bachelors degree in job related area.

**Required Testing**

Pre-Employment Drug Screening  
Pre-Placement Physical Exam

**Certificates & Licenses**

None Specified

**Continuing Educ./Training**

None Specified

**Clearances**

Criminal Justice/Fingerprint Clearance  
Tuberculosis Clearance

**FLSA Status**

Exempt

**Approval Date**

4/24/2002

**Salary Grade**

Supervisory 44