

## **INFORMATION TECHNOLOGY SUPPORT MANAGER**

### **Purpose Statement**

The job of Information Technology Support Manager was established for the purpose/s of providing ongoing support and technical assistance to computer users within the district; resolving problems and/or determining appropriate action/s for resolution; providing support to assigned administrator.

This job reports to Information Technology Manager

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### **Essential Functions**

- Assesses telephone and written requests for assistance regarding computer hardware and/or software applications for the purpose of resolving problem situation and/or determining appropriate action/s for resolution.
- Assists in defining the technology support needs of the District for the purpose of ensuring the efficiency of the District's technology support.
- Assists users with computer hardware and/or software applications (e.g. website access, email setup, troubleshooting, etc.) for the purpose of providing immediate problem resolution, referring as appropriate for resolution and/or maintaining quality assurance.
- Attends meetings as assigned (e.g. District leadership meetings, etc.) for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with site administration for the purpose of resolving issues.
- Coordinates the preparation of bid specifications for required purchases (e.g. computers, software (email, firewall, backup) and a variety of parts, supplies, etc.) for the purpose of maintaining availability of required items and completing jobs efficiently.
- Coordinates work assignments for the purpose of ensuring services are delivered in a timely manner and within budget.
- Develops instructional materials (e.g. basic computer functions, software applications, etc.) for the purpose of providing a structured approach to learning about computers.
- Installs computer equipment, network (client and server) software and hardware on a variety of platforms for the purpose of upgrading and maintaining equipment and software.
- Installs computer hardware and software applications (e.g. new computers, peripheral cards, configuring operating systems, programs, and/or printing hardware/software, freestanding Intranet, etc.) for the purpose of providing operational computer technology and instructional materials.
- Maintains a variety of manual and electronic files and/or records for the purpose of tracking district property, assigning work orders, providing audit trails, ensuring availability of required items, and documenting department activities.
- Maintains computer hardware and software applications, including peripherals for the purpose of ensuring ongoing operation of the computer lab.
- Makes home visits for the purpose of ensuring the availability of technology to homebound students.
- Monitors knowledge base for the purpose of ensuring information is accurate and complete.
- Prepares a variety of written materials (e.g. work order reports, inventory control, procedures, etc.) for the purpose of providing written support and/or conveying information.
- Provides and develops training to technicians and other employees for the purpose of improving their job performance and delivering services that conform to the District's objectives.

- Reconciles account balances for the purpose of maintaining accurate account balances and complying with related policies, practices and/or regulations.
- Researches hardware and software applications for the purpose of recommending standardized equipment and applications in accordance with the district's technology goals.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or transporting equipment for repair.
- Tutors school site staff (via telephone and in person) on software and hardware operations for the purpose of providing ongoing support and maximizing the capabilities of assigned staff.
- Upgrades computers, peripherals, and software applications (e.g. installation, testing, configuring, etc.) for the purpose of meeting the computer processing needs of the users.

## **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **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 skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent diagnostic and application software; adhering to safety practices; planning and managing projects; and 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-based competencies required to satisfactorily perform the functions of the job include: computer hardware and software configurations (including peripherals); current generation operating systems (Mac and PC) and application software packages; and troubleshooting techniques.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. 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 moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; communicating technical information to non-technical audiences; meeting deadlines and schedules; developing effective working relationships; and adapting to changing priorities.

### **Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; directing other persons within a small work unit; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to 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 20% sitting, 40% walking, and 40% standing. The job is performed in a generally hazard free environment.

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

**Education** Community College and/or Vocational School degree with study in job related area.

**Equivalency** None Specified

**Required Testing**

None Specified

**Certificates & Licenses**

A+ Certified Service Technician Certificate  
Microsoft Certified Professional (MCP)

**Continuing Educ. / Training**

Network, Computer Systems and Server Training.

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

**Approval Date**

**Salary Grade**

Exempt

Exempt 84X

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_