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JOB TITLE: Manager, Technical Support Services

PAY GRADE: CS 19

LAST REVISED: 06/01/07

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

SUMMARY DESCRIPTION
Under administrative direction of the Chief Technical Director directs, manages, supervises and coordinates the activities and operations of the Technical Support Services Department including telephone systems, desktop computer/local area network, network administration, telecommunications and audio visual services; and coordinates assigned activities with other divisions and departments; and performs a variety of tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1.   Assumes management responsibility for assigned services and activities of the Technical Support Services Department including telephone systems, desktop computer/local area network, network administration, telecommunications and audio visual services.

2.   Manages and participates in the development and implementation of goals, objectives,   policies and priorities for assigned programs; recommends and administers policies and   procedures.

3.   Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

4.   Plans, directs, coordinates and reviews the work plan for technical services support staff; assigns work activities, projects, and programs; reviews and evaluates work products,   methods,   and procedures; meets with staff to identify and resolve problems.

5.   Selects, trains, motivates and evaluates technical services personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

6.   Oversees and participates in the development and administration of the annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

7.   Supervises the District's technical support services including hardware and software installation and support, maintenance and operations of video telecommunications and telephone systems, voice mail and call accounting, help desk and local and wide area networking and audio/visual services.

8. Manages and supports enterprise LAN and WAN network systems; organizes and coordinates network systems security and disaster recovery; specifies and negotiates acquisitions for systems, products and services; prepares and evaluates bid documents.

9. Prepares and manages hardware, software or network maintenance contracts; meets with various vendor representatives; coordinates hardware and software inventories and licenses; interprets, applies and communicates information regarding laws, regulations and District policies and procedures.

10. Conducts periodic hardware, software and network audits to obtain optimal performance; makes effective use of warranties, preventive and remedial maintenance programs; assures adequate and trouble-free computer access to networked resources.

11. Maintains District data communication networks; responds to data network hardware problems as they occur; monitors data networks for excessive data traffic and responds with corrective solutions.

12. Oversees the operation of the Computer Center; develops tests and maintains Computer Center disaster recovery plan and security practices.

13. Maintains operations of host computers, servers, network and other computer-related equipment; responds to problems as they occur.

14. Supervises help desk or call center operations to provide problem reporting, resolution and tracking services; provides first level resolution; channels requests to appropriate IIT departments; establishes and maintain trouble logs and databases of information; analyzes and summarizes information for management and planning purposes.

15. Recommends and writes internal and external computer and network user manuals; maintains a technical library of user manuals, system manuals and standard operation procedures for the efficient and effective utilization of computer, network and supplies resources.

16. Serves as the liaison for the Technical Services Department Division with other divisions and departments; negotiates and resolves sensitive and controversial issues.

17. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.

18. Provides responsible staff assistance to the Technical Director; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to technical support programs, policies and procedures as appropriate.

19. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of information technology and technical support systems; incorporates new developments as appropriate.

20. Performs related duties as required.

QUALIFICATIONS - *The following generally describes the knowledge and ability required to enter the job*

and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operational characteristics, services and activities of a technical support services program.
Desktop computers, equipment, peripherals, operating systems and applications.
Video, voice and data communication concepts, protocols, and standards.
Principles and practices of network design, installation, configuration, repair and maintenance.
Network operating systems, architecture and equipment.
Structured wiring theory, components, techniques and practice.
Configuration and interoperability of desktop computers, telephone switch, end-user stations and host computers.
Principles, techniques and tools for effective and efficient troubleshooting and performance monitoring of computerized systems.
Principles and practices of program development and administration.
Principles and practices of budget preparation and administration.
Principles of business letter writing and basic report preparation.
Principles of supervision, training, and performance evaluation.
Methods and techniques of proper phone etiquette.
Methods and techniques of public relations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Oversee and participate in the management of a comprehensive technical support services program.
Oversee, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Participate in the development and administration of goals, objectives, and procedures.
Prepare and administer large program budgets.
Prepare clear and concise administrative and financial reports.
Develop effective systems maintenance procedures.
Troubleshoot and isolate faults in computer equipment.
Analyze user needs and formulate and present technical recommendations.
Design and implement data back-up, security and recovery plans.
Reason logically and creatively and use a variety of analytical techniques to resolve problems.
Perform accurate mathematical and algebraic calculations.
Plan and organize work to meet changing priorities and deadlines.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Research, analyze and evaluate new service delivery methods and techniques.
Interpret and apply federal, state and local policies, laws and regulations.
Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines: *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

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Education/Training:

A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field.

Experience:

Five years of increasingly responsible experience in the technical support of computerized telecommunications systems including two years of administrative and supervisory responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.