

MANAGER OF IT, TECHNICAL SUPPORT

DEFINITION

Plans, organizes, and manages the technical support activities of the IT Customer Support Branch of the Information Technology Division.

TYPICAL DUTIES

Plans, organizes, and coordinates the diagnosis, repair, maintenance, and delivery of desktop computers, laptops, printers, optical drives, tablets, various mobile devices, and equipment connected to the network, and directs these functions through subordinate supervisors.

Analyzes requests for service and determines priorities.

Develops and recommends policies and procedures to provide maximum efficiency and cost effectiveness.

Coordinates, schedules, and supervises the more complex projects, including the delivery and installation of computer hardware and software and arranging for specific training of the on-site personnel in the use of the new or altered equipment.

Prepares cost estimates for special projects.

Analyzes work load distribution and recommends changes in staffing, organization, equipment, and hours of operation to improve service to schools and offices.

Prepares weekly and monthly reports for the Branch regarding numbers of trouble calls received, on-site and in-shop repairs, special projects, completed jobs, and requisitions issued.

Directs the development and operation of in-service training programs.

Confers with union representatives, division personnel, and vendors to determine training needs and to arrange funding for training projects.

Makes cost projections, prepares and recommends the unit's budget, and exercises expenditure controls.

Develops and implements procedures for accepting and processing donated equipment.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Manager of IT, Technical Support manages the diagnosis, repair, service, and delivery of computer equipment, mobile devices, and peripheral devices for schools and offices throughout the District.

The Deputy Director of IT, Customer Support substitutes for the Director in case of absence and is specifically responsible for the direction of the computer, electronics, and office machine repair units.

An IT Support Technician Supervisor oversees the IT Support Technicians and their work in designated District locations.

SUPERVISION

General direction is received from the Deputy Director of IT, Customer Support. General supervision is exercised over IT Support Technician Supervisors and lower level technical personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Principles of the design, development, capabilities, and uses of computing equipment, all peripheral equipment, and system components
- Current practices, tools, and materials involved in the maintenance, repair, and overhaul of desktop computers, laptops, tablets, mobile devices, printers, network communication equipment, and all related peripheral equipment
- Mobile device management and mobile access management technologies
- Internet, software, and security applications
- Safety regulations and practices applicable to computer, electrical, and electronics repairs in the shop and in the field
- Project management methodologies and best practices
- Principles of employee training and evaluation

Ability to:

- Diagnose malfunctions, plan procedures for resolution, and direct corrective action
- Maintain knowledge of current advances in computing devices and the characteristics of various computer models, tablets, mobile devices, printers, laptops, and other peripherals
- Design and implement technical modifications
- Read, interpret, and apply technical information
- Plan and organize operations to provide the most effective customer service
- Maintain accurate records
- Prepare clear, concise reports
- Establish and maintain effective working relationships with administrators, other District personnel, and vendors
- Direct and coordinate repair operations through lower-level supervisors

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a degree in computer science or a related field. Qualifying experience in addition to that required may be substituted on a year for year basis for the required education provided that the requirement of a high school diploma or equivalent is met.

Experience:

Four years of experience in supervising the repair, maintenance, delivery, and installation of desktop and laptop computers, optical drives, various mobile devices, equipment connected to the network, and peripheral equipment.

Special:

- ITIL or IT Service Management certification is preferable.
- A valid California Driver License.
- Use of an automobile.

SPECIAL NOTES

1. Management class
2. Exempt from FLSA.

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.

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JAP