

## IT FIELD SERVICES SUPERVISOR

### DEFINITION

Plans, supervises, and coordinates the installation, service, diagnosis, repair, and modification of desktop and laptop computers, servers, mobile computing devices, and peripheral computer equipment. Acts as a liaison between locations and ITD relating to customer service.

### TYPICAL DUTIES

Supervises, organizes, and participates in the work of the service and repair technicians engaged in activities associated with schools and district offices such as:

Diagnosing and repairing of servers, computers, printers, laptops, mobile computing devices and other peripherals, networked and standalone.

Delivering, setting up, and installing new and replacement hardware, software and applications such as servers, computers, printers, mobile computing devices, and other peripherals.

Coordinating IT repairs and services both reactively and proactively for schools and offices.

Assessing IT services needed to accomplish IT objectives in schools and offices.

Inspects the quality of work performed and instructs subordinates on methods and procedures.

Participates, develops, documents, and implements processes, procedures, and programs regarding IT customer support services and the evaluation of evolving technology relevant to providing enhanced customer service.

Identifies, tracks, and escalates complex or frequently occurring problems to the appropriate ITD organization or the Customer Service Branch management.

Initiates and implements processes to improve services based on analysis of current issues and resolutions.

Logs and tracks incident requests for service and changes to assets and inventory.

Monitor service and operational level agreements.

Prepares detailed written reports.

Establishes and reinforces procedures to test new equipment related to customer services functions.

Refers to district warranties and provides service options for out of warranty equipment.

Ensures any changes to equipment are reflected in the asset database.

Provides cost and resource estimates, primarily associated with desktop installation, relocation, and software installation.

Provides training to subordinates on service and repair in the areas of computer workstations, servers, printers, mobile computing devices, and network communication equipment.

May research specialty parts and/or confer with District personnel on changes and specifications.

Originates orders for stock and non-stock items to maintain adequately stocked repair departments.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Field Services Supervisor plans and supervises the installation, diagnosis, service, repair, and modification of desktop, laptop computers, mobile computing devices, servers, and IT systems.

The Manager of Computer Repair Services directs the diagnosis, repair, and service, of computer equipment and peripheral devices for schools and offices throughout the District.

A Senior IT Field Services Technician installs, configures, analyzes, services, and repairs servers, desktops and laptop computers, software, and peripheral devices. Additionally, a Senior IT Field Services Technician acts as a team lead in handling server and operating system related issues for a geographic region and by resolving more complex client issues related to servers, desktop and laptop computers, operating systems, and related software and applications.

## SUPERVISION

General supervision is received from IT directors, deputy directors, or other designees. General Supervision is exercised over Senior IT Field Services Technicians, IT Field Services Technicians, and other support personnel.

## CLASS QUALIFICATIONS

### Knowledge of:

- Installation and use of standardized and common desktop computer software packages
- Operating Systems, e.g. Windows Server, Apple Mac OS, Linux Servers, and mobile OS (i.e. Android and iOS)
- Microsoft Office Suite and MS Project or other project management software
- Active directories and server management
- Current practices, and materials involved in the configuration, maintenance, repair, and service of personal computers, wired and wireless networks, network servers, network printers, laptops, network switches, and TCP/IP protocols.
- Safety regulations and practices applicable to electrical and electronic repairs
- IP addressing and subnet schemes
- Wi-Fi, and Streaming Video Technologies
- Copper and fiber cable topologies
- Basic understanding of Voice over IP and Quality of Service
- Peregrine and other Enterprise Service Center Applications
- Remote service software and online chat (i.e. Bomgar)
- Principles of organization, management, and supervision
- Pertinent sections of District collective bargaining agreements, employee health and safety laws and regulations, District policies, and procedures.
- Information Technology Infrastructure Library Best Practices

### Ability to:

- Be customer focused and courteously relate to a wide customer base
- Supervise and train employees effectively
- Analyze and diagnose malfunctions and perform required repairs
- Plan, coordinate, work collaboratively and provide leadership to solve complex problems
- Set and achieve goals and objectives
- Resolve conflicts, promote cooperation, and motivate team members
- Read blueprints, floor plans, logic diagrams, and schematic diagrams
- Use the tools and test equipment of the trade with speed and competence
- Work effectively without immediate supervision
- Maintain effective working relationships with District personnel and others
- Communicate effectively, both verbally and in writing
- Allocate workload, staff, and resources to meet the needs and commitments of schools and offices

Special Physical Requirement:

Ability to safely lift and carry tools and materials weighing up to 50 pounds.

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree in mathematics, information systems, computer science, electrical engineering, business administration, or a related field of study. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis. Coursework in supervision or management is preferable.

Experience:

Four years of experience in the maintenance, repair, installation of workstations, peripherals, mobile computing devices, operating systems, and standard office automation software.

Special:

A valid California Driver License.

Use of an automobile.

Microsoft Certified Solutions Expert (MCSE), Apple Certified Support Professional, or equivalent certification is preferable.

Information Technology Infrastructure Library (ITIL) is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised  
05-29-13  
PJO