

Sweetwater Union High School District

INFORMATION TECHNOLOGY SUPPORT SUPERVISOR

Purpose Statement

The job of Information Technology Support Supervisor is done for the purpose/s of planning, organizing, and supervising activities relating to the installation, repair and maintenance of district desktop computer hardware, software and related peripheral equipment; supervising the activities and operations of assigned staff, department, budget and/or projects; and providing technical expertise on matters relating to assignment.

Essential Functions

- Supervises all activities relating to installation, configuration, and maintenance of district desktop hardware, software and peripheral equipment (e.g. installation, set-up, hardware upgrades, service packs, repair, etc.) for the purpose of minimizing service disruption, prolonging the useful life of equipment; and meeting the district's desktop computing needs.
- Collaborates with others (e.g. site personnel, vendors, administrators, etc.) for the purpose of implementing maintenance programs; evaluating and resolving issues relating to acquisition of hardware or desktop software; and ensuring that district needs are met.
- Manages assigned special projects and/or program components (e.g. desktop software/hardware standardization, site inventory, etc.) for the purpose of achieving objectives within budget and in compliance with established requirements.
- Provides leadership and technical support for the purpose of designing, developing and maintaining an efficient, unified and fully integrated technology system.
- Researches desktop applications and related requirements for the purpose of previewing products; making recommendations and decisions regarding acquisitions; and ensuring availability of products or services.
- Develops long and short range plans, budgets, preventative maintenance plans, etc. for the purpose of ensuring that department/district objectives are achieved.
- Reviews schedules, status reports and/or system specifications for the purpose of ensuring that the scope of projects is defined and/or that department objectives are achieved within budget.
- Oversees department budget for the purpose of meeting objectives and/or ensuring compliance with department objectives and financial, legal and administrative requirements.
- Supervises assigned personnel (e.g. hiring, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and ensuring department/program outcomes are achieved.
- Prepares reference, presentation, and administrative materials (e.g. plans, budgets, reports, analyses, procedures, etc.) for the purpose of documenting activities, requests and issues; providing audit references, and/or meeting compliance requirements.
- Responds to inquiries from a wide variety of internal and external sources for the purpose of providing technical support and expertise in answering questions and resolving issues.
- Participates in meetings, workshops, and/or seminars for the purpose of providing and/or conveying information, identifying appropriate actions, and/or developing recommendations.

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 skills required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects and programs; preparing and maintaining accurate records; and troubleshooting and repairing desktop computers, software and peripheral equipment.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: legacy, existing and emerging technology related to assignment; methods and procedures used in operating and repairing personal computers and peripheral equipment; inventory control methods; project management tools; and accounting/bookkeeping principles.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze 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 data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. In working with others, 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 abilities required to satisfactorily perform the functions of the job include: providing leadership, direction, and team building; communicating with persons of varied educational and technology backgrounds; establishing and maintaining effective working relationships; meeting deadlines and schedules; setting priorities; working as part of a team; adapting to frequent interruptions and changing work priorities; and maintaining confidentiality.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; and monitoring budget expenditures. Utilization of 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: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. The job is performed under a generally hazard free environment.

Education/Experience

Any combination equivalent to a Bachelor's degree from an accredited college or university computer science, or related area, and two years of experience with increasing levels of responsibility.

Required Testing

None Specified

Certificates & Licenses

Valid California Driver's License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and Criminal Justice Fingerprint/Background Clearance.

Sweetwater Union High School District programs and activities shall be free from discrimination based on gender, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation or the perception of one or more of such characteristics. SUHSD Board Policy #0410.

Supervisory Unit Job Description

Adopted by BOT 08/17/09