CLASS TITLE: TECHNOLOGY SUPPORT SERVICES SUPERVISOR

BASIC FUNCTION:

Under the general supervision of the Director of Technology Support Services, supervise, coordinate, and participate in analysis, design, programming, installation, and maintenance of college campus technology systems, databases, software applications, networks, audio-visual equipment, and communication systems.

REPRESENTATIVES DUTIES:

Supervise, hire, and train, Information Technology Department staff engaged in supporting campus technology users with hardware, applications, web/internet, E-mail, and network resources. E

Coordinate and direct the installation, and maintenance of computer hardware and software systems, basic servers and operating systems, and communications equipment; oversee the implementation and ongoing support for classroom technology including audio equipment, video projectors, monitors, media playback devices, computers, and smart boards. E

Direct the testing, training, and evaluation of computer hardware and software systems, multimedia and audio-visual equipment, basic servers and operating systems, and communications equipment. E

Make and review recommendations and suggestions for overall improvement of network systems, hardware and department standards for documentation. E

Assist the Director of Technology Support Services in the preparation and monitoring of the department budget and related reports. E

Analyze campus-wide technology needs to determine appropriate hardware and software most appropriate to meet the business needs of academic and administrative departments; recommend technology implementation plans to the Director of Technology Support Services. E

Oversee the operation of the campus-wide help desk system used to record and assign service calls. E

Assist with the development, implementation, and monitoring of service level agreements. E

Coordinate activities with equipment and repair vendors; assist purchasing in securing the best pricing on information systems equipment and services. E

Prepare reports and proposals pertaining to technology services. E

Perform related duties as assigned

Revised September 2009
TECHNOLOGY SUPPORT SERVICES SUPERVISOR (continued)

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Operations, activities, and services of a technology services unit
Modern office procedures and equipment
Communications equipment and protocols
Principles and practices of data communication and related equipment
Audio-visual equipment
Principles of computer systems administration
Principles and practices of supervision and training
Pertinent federal, state, and local laws, codes, and regulations

ABILITY TO:

Communicate clearly and concisely, both orally and in writing
Analyze situations accurately and adopt effective courses of action
Select, train, supervise, and evaluate personnel
Maintain current knowledge of technological advances in the field
Coordinate the work of lower-level staff
Work on multiple projects simultaneously
Establish and maintain cooperative and effective working relationships with others

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education:

An associate degree with an emphasis in information technology, computer science, or related field.

Experience:

Five years of experience installing and maintaining computers, communication equipment, systems software, and related peripheral equipment. Experience supervising technology support staff is preferable.

WORKING CONDITIONS:

ENVIRONMENT:

Office and data center environment
Variable hours, including evenings

PHYSICAL ABILITIES:

Sitting for extended periods of time
Hearing and speaking to exchange information and to provide work direction
TECHNOLOGY SUPPORT SERVICES SUPERVISOR (continued)

- Seeing to assure accuracy of work
- Bending and stooping to repair and install equipment
- Lifting heavy computer equipment and supplies
- Dexterity of hands and fingers to operate a computer keyboard

HAZARDS:

- Extended viewing of a computer monitor
- Extended use of keyboard and mouse