VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: ~~CAMPUS~~ TECHNOLOGY SUPPORT SERVICES SUPERVISOR

BASIC FUNCTION:

Under the ~~direction~~ general supervision of the ~~an assigned manager and in coordination with the Associate Vice Chancellor of Information Technology~~, Director of Technology Support Services, ~~plan~~, supervise, ~~organize,~~ coordinate, and participate in the analysis, design, programming, installation, and maintenance of college campus technology systems, databases, software applications, networks, audio-visual equipment, and communication systems. ~~District computer equipment, network resources, and voice communication.~~

REPRESENTATIVES DUTIES:

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

Coordinate and direct the installation, ~~selection,~~ 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. ~~PC's, terminals, and printers, and FAX equipment, controls, and specifications~~. ***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. ~~hardware, network components, protocol, nodes, modems and other network items for the college.~~ ***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 ~~Prepare and monitor~~ department~~al~~ 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 ~~within the current standard offers~~; recommend technology implementation plans to the Director of Technology Support Services. ~~as appropriate~~. ***E***

~~Direct, oversee, evaluate, and train technicians and services staff; conduct in-service training on computer and network operations. ***E***~~

~~Ensure consistent use of the district~~ 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***

~~Work with administrators, campus committees, end users and District Office of Information Technology in the development of comprehensive information technology plans for the college. ***E***~~

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

~~In coordination with District Information Technology regulate and monitor network access control, passwords and all other forms of network security/firewalls. ***E***~~

~~Provide technical direction for the development and maintenance of information systems networks. ***E***~~

Prepare ~~other~~ reports and proposals pertaining to technology services. ***E***

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, activities, and services of a technology services unit
Modern office procedures and equipment
~~FAX and tele~~communications equipment and protocols
~~Local area network hardware and software and digital networks~~
~~Audio communications equipment and wiring requirements~~
Principles and practices of data communication and related equipment
Audio-visual equipment
Principles of ~~C~~computer systems administration
Principles and practices of supervision and training
Pertinent federal, state, and local laws, codes, and regulations

ABILITY TO:

~~Write and orally express difficult and complex concepts clearly and concisely~~
Communicate clearly and concisely, both orally and in writing
~~Analyze problems in computer operations and communications techniques~~
Analyze situations accurately and adopt effective courses of action
Select, ~~T~~train, supervise, and evaluate personnel
Maintain current knowledge of technological advances in the field
Analyze situations accurately and adopt ~~an~~ effective courses of action
~~Plan and organize work~~
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's degree with an emphasis in information technology, computer science, ~~systems~~ or a related field.

Experience: ~~f~~Five years of ~~increasingly responsible~~ experience ~~in~~ installing and maintaining computers, ~~FAX and tele~~communications equipment, ~~and~~ systems software, and related peripheral equipment. Experience supervising technology support staff is preferable. ~~Minimum of three years experience in managing staff and supplying user support in a dynamic technology environment.~~

WORKING CONDITIONS:

ENVIRONMENT:

~~Office/college campus 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
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