

**School District of Santa Rosa County
Job Description**

Computer Support Supervisor

Reports to: Data Processing Manager	FLSA Status: Exempt
Department: Data Processing	Prepared by: Human Resources
Date: August 21, 2014 January 21, 2016	Job Code: 11040
Position #: 44227	Range: 2526

Principal Duties and Responsibilities (Essential Functions):

Essential functions are fundamental job duties. They do not include marginal tasks which are also performed but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the class necessarily perform every duty listed. Personal characteristics required of all employees such as honesty, industry, sobriety and the ability to get along with others, are presumed qualities and may not be listed specifically.

- Apply electronic theory, principles of electrical circuits, computer testing procedures and related knowledge to analyze, test, troubleshoot and repair problems with electrical circuits, communications circuits, modems, computer hardware and computer software;
- Analyze a variety of highly technical and complex solutions and select best fix;
- Advanced troubleshooting and repair of problems with computers;
- Provide direct supervision and technical support for other assigned technicians;
- Advanced troubleshooting and repair of Local area Networks using Ethernet Communications;
- Analyze equipment performance to determine which parts should be carried to support the various computer equipment;
- Assist with identifying vendors and ordering appropriate parts and test equipment needed to support the computer equipment;
- Troubleshoot network problems and coordinate repairs with vendors;
- Manage and direct other technicians including assigning work areas and work orders;
- May be required to work after hours and on weekends when necessary;
- [Performs related duties as required or assigned.](#)
- [Design, implement, monitor, and repair of wireless network district wide.](#)
- [Oversee network cabling contractors/vendors for computer/network related purchases.](#)
- [Responsible for Technical Support Annex operating budget and purchase orders.](#)

Supervision Received:

Data Processing Manager

Supervision Exercised:

Technical Support Annex Employees

Minimum Qualifications & Skills Required:

- Graduation from an accredited college with a Bachelor's degree in Computer Systems, Computer Technology, Engineering Technology or related technical degree.
- Six years of combined experience in the repair of micro computer equipment, systems support with supervisory responsibility.
- Valid Florida driver's license.

Preferred:

Recognize problem symptoms and determine appropriate actions. Operate the following test and repair equipment: Multimeter, Network cable tester, Microscope Post Probe, Ungar Service Center, and Anti-Virus Software. Attain a Class C Commercial License.

Physical Demands:

Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, walking, standing, bending, stooping. Drive and operate a motor vehicle. Inside school building; exposure to noise associated with computer operation; exposure to electrical wiring and apparatus. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Terms of Employment:

Approved Compensation Plan
Educational Support Salary Schedule

Conclusion:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, and responsibilities or working conditions associated with the position.