

School District of Santa Rosa County
Santa Rosa County School District
Job Description
Computer Support Supervisor
Technical Support Manager

Reports To: ~~Data Processing Manager~~ Assistant Superintendent, ITS
FLSA Status: Exempt
Department: ~~Data Processing~~ Information Technology Services
Prepared by: Human Resources
Date: September 10, 2019
Job Code: 44227
Range: 26 27

Preface: [Section added]

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work to be performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with this position.
- There are marginal tasks employees are required to performed that are incidental to the primary duties and responsibilities.
- Positive personal characteristics required of all employees such as honesty, integrity, sobriety, and communication skills are presumed qualities.

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;~~
- ~~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.~~
- ~~Performs related duties as required or assigned.~~

Primary Duties and Responsibilities:

- Provide direct supervision and leadership to all Technical Support personnel.
- Responsible for Technical Support work order and on-premise inventory management and reporting.
- Oversee the network cabling infrastructure for schools.
- Coordinate training for Technical Support technicians.
- Work collaboratively with ITS Network and Systems Administrators to support the enterprise infrastructure.
- Troubleshoot and report problems associated with server/network platforms.
- Coordinate work with ITS Network and Systems Administrators on enterprise issue resolution.
- Assist in coordinating Technical Support staff needs for supporting a device management platform.
- Oversee the workstation and related hardware recommendation process.
- Oversee test equipment requirements and purchases.
- Oversee a comprehensive technical support documentation process.
- Analyze equipment performance and reliability to determine appropriate stock levels.
- Responsible for Technical Support operating budget and fleet vehicle management.
- Perform other duties as required or assigned. The omission of specific statements of duties does not exclude them from the position especially if the work is similar, related or a logical assignment to the position, nor does every position allocated necessarily perform every duty listed.

Supervision Received: [Section moved to bottom]

Supervisor/Manager

Supervision Exercised: [Section moved to bottom]

Assigned Personnel

Minimum Qualifications & Skills:

- ~~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.~~
- Graduation from an accredited college with a bachelor's degree in Computer Science or Engineering Technology; or reasonably equivalent major.
- Ten years of supervisory responsibility supporting workstations, networks, and related systems.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board will determine what is necessary and appropriate for each position.

Preferred:

- ~~N/A~~

Preferred Qualifications & Skills:

- Supervisor/management experience providing technical support for a K-12 district.
- Excellent communication skills.

Physical Demands:

~~Exerting up to 50 lbs. of force occasionally and/or up to 100 lbs. of force as needed to move objects. While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. Sit for extended periods. Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, and bending. Drive and operate a motor vehicle. Office, 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.~~

Sit for extended periods. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties and responsibilities of this job.

Terms of Employment:

Approved Compensation Plan

Educational Support Salary Schedule

Job Benefits:

- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family health care plans available include medical, dental and vision
- Paid vacation, sick leave and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff

Conclusion: [Included in “Preface” instead of here]

~~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.~~