

	<h2>Supervisor of Technology</h2>	<p> <b>Initial Date: October 8,1992</b>  <b>Board Approval :</b>  <b>Revision Date: January 28, 2020</b>  <b>Range: Classified Management Salary Schedule - Supervisor</b> </p> <p> <b>Reports to IT Coordinator and Director of Technology and Enrollment</b> </p>
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**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under the general supervision of the IT Coordinator, the Supervisor of Technology assists with the long- and short-term organization and planning of network and systems infrastructure and oversees the customer support ticket system ensuring the highest customer service and prompt closure of all tickets. This is accomplished primarily by working in a supervisory capacity with Information Technology Specialists and communicating effectively with site personnel. Working closely with the IT Coordinator, the Supervisor also assists in the preparation of necessary reports that meet all District, State and legal requirements.

**REPRESENTATIVE DUTIES:**

- Assists the IT Coordinator in assessing the hardware/software needs of the district office and school sites
- Oversees the installation and upgrades of existing technology
- Assists in arranging work schedules and assignments for department staff
- Supervises the work of the help desk and interfaces with site personnel when necessary
- Inspects school and other District sites to maintain ongoing operations and recommends upgrades or other specific actions necessary to maintain a high standard of service to staff and students
- Assists with initial and on-going training of department staff
- Tests and evaluates various types of supplies and equipment to determine their usefulness for District; makes recommendations for their acquisition
- May be tasked to work with Human Resources in the interviewing of candidates for department vacancies and make recommendations for employment;
- Evaluates probationary and regular staff, as assigned, by the Director, at prescribed intervals
- Establishes and maintains appropriate logs and records for department and District use; prepares related reports, as required
- Organizes and oversees storage/disposal of e-waste materials District-wide
- Coordinates technology needs or requests, as approved by the Director, with other departments within the District
- May assist with the integration of technology among various users and/or programs District-wide, as defined by the Director
- Performs other related duties as assigned

**KNOWLEDGE AND ABILITIES:**

- Database experience developing structured query language
- Experience on virtualization software and hardware
- Knowledge of active directory and Windows technology
- Knowledge of installations, upgrades and troubleshooting of industry standard servers and web application servers
- Knowledge of moving data between servers and databases
- Skills in software and hardware instructional programs
- Knowledge of principles of supervision, training and management

- Ability to see and read, with or without vision aids; ability to hear and understand speech at normal level; ability to communicate so others will clearly understand normal conversation
- Ability to establish and maintain positive work relationships with those contacted in the performance of required duties, including effective written and verbal communications and interpersonal skills

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. A typical way to obtain these would be:

- High School diploma or equivalent required
- Associates degree or commensurate experience
- At least three years of related work experience with increasing responsibility, with at least one year in a supervisory capacity

### **LICENSES AND OTHER REQUIREMENTS:**

- Requires Valid California Driver's license.
- May require a pre-employment physical examination
- Current network certifications recommended

### **WORKING CONDITIONS:**

- Ability to sit or stand for extended periods of time
- Moderate to high stress level

### **PHYSICAL DEMANDS:**

- Physical, mental and emotional stamina to work an eight-hour shift under sometimes stressful conditions, with frequent distractions and interruptions
- Sufficient mobility to lift, carry, bend, stoop, push/pull, stand and walk to install, repair and/or transport technology equipment
- Working with and around equipment with moving parts which may be in confined areas
- Ability to lift up to 50 pounds on an intermittent basis
- Sufficient mobility to enter/exit a vehicle and drive to various locations

### **EMPLOYMENT STANDARDS:**

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.