WEST CONTRA COSTA UNIFIED SCHOOL DISTRICT
Technology Operations Supervisor

DEFINITION:

Under general supervision this position leads complex, district-wide projects working in a large, wide area network (WAN) and multiple local area networks (LANs); develops ad-hoc desktop level system instruction and provides ongoing user training; establishes and performs data and access protection processes; integrates hardware, operating systems and program applications; establishes and maintains standards; responsible for providing support and supervision of various systems, applications, and all onsite support teams.

EXAMPLES OF DUTIES:

Serves as an escalation point of contact for problems in the field operations environment. Aggressively pursues root causes for service failures; proposes and implements solutions to local or area-wide problems. Works onsite or remote, supporting customers' day-to-day environment needs. Supervises and supports the technical support staff in the maintenance of computers, peripheral devices, and complex networks of personal computers used for a variety of applications. Assists with new site technology planning, acquisition and development; tasks may include project documentation, resource planning, cost estimates and adherence to set deliverables. Develops or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient and safe technical operation of the department. Conduct Train-the-Trainer and End User training as necessary. Coordinate support for improved service diagnostics, ensures compliance with accepted maintenance procedures and policies. Develop and implement processes for managing core business activities, i.e., asset management and tracking and technical support. Provide second-level support for customer complaints, suggestions, and concerns. Respond to calls within a specified area and contact the appropriate field staff to resolve a system problem. Work closely with other IT staff on implementation and deployment of print technology and support services, including inventory collection and management, tracking system reports, and consumables management while monitoring adherence to Service Level Agreements. Monitors department vehicles and assigned equipment according to District Technology policy. Follow up on all network related issues, to ensure customer satisfaction. Participates in special projects planning teams for new sites as well as moves, adds and changes at existing sites. Facilitate weekly status meeting, providing timely and accurate update on project status, and conduct performance reviews as needed. Other related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Broad-based technical, operational, programming and analytical problem-solving support;
Installation, maintenance, expansion and upgrading of software, hardware, networks and peripherals;
Common operating systems and relational database systems;
Desktop, server or web-based applications;
Data processing methods;
Training techniques;
Functional requirements, structured systems or procedure analysis;
Project management techniques, including work planning, scheduling, supervision and reporting;
Industry-standard software deployment terms, tools, and techniques,
Microsoft Office Productivity Suite.

Ability to:

Analyze data and information using established criteria, in order to determine consequences and identify and select alternatives; advise others on how to apply and interpret policies, procedures and standards in specific situations
Prioritize competing requests for service
Communicate effectively orally and in writing
Diffuse and resolve conflicts or contention among staff and users
Establish and maintain effective working relationships
Direct the execution of large system installations
Configure packaged software installs for remote installation to Windows XP workstations.
Troubleshoot/resolve software installation problems.
Train others
Exercise decisiveness and creativity in situations involving the evaluation of information against judgmental criteria
Work effectively and independently on assigned projects

Education/Experience:

Any combination equivalent to: an Associate Degree in computer science or closely related field and three years of personal computer hardware/software work experience including one year of experience in a technology supervisory role.

License:

Possession of a valid California Drivers License to operate a motor vehicle.

WORKING CONDITIONS:

Environment:

Mostly indoor environment. Travel from worksite to worksite.

Physical Demands:

1. Sitting or standing for extended periods of time.
2. Hearing and speaking to exchange information.
3. Seeing to read materials and view computer monitor
4. Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position.
5. Dexterity of hands and fingers to operate a variety of equipment.
6. Reaching overhead, above shoulders and horizontally.
7. Bending at the waist, kneeling or crouching.
8. Driving a vehicle to conduct work.

SALARY:

Schedule: 04
Range: 80

Approved by the Human Resources Division: September 21, 2011
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