POSITION DESCRIPTION

TITLE: Manager of Technology Support Services
LOCATION: Administrative Service Center (ASC)
REPORTS TO: Director, Infrastructure and Operations
DEPARTMENT: Information Technology Services

SUMMARY STATEMENT:
The Manager of Technology Support Services is responsible for planning, organizing, developing, and maintaining IT projects and service operations for Evergreen Public Schools. Primary responsibilities: supervising technicians which include the help desk; incident management; hiring; scheduling; overseeing student workers; and creating a collaborative team environment to efficiently and effectively support the IT Services department’s goal of providing best in class customer service and support for all students and staff.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with staff, students, and the general public in person, by telephone, via email, and in writing.
2. Oversee the Help Desk functions in regard to day-to-day work and project impact.
4. Coordinate the hiring, training, evaluation, and scheduling of student workers.
5. Assist and coordinate, along with the Director of Infrastructure and Operations, projects related to the services provided by the department.
6. Coordinate projects with Information Technology management, staff, and appropriate departments.
7. Coordinate and evaluate technology support issues with department and school sites.
8. Implement where appropriate, review, and oversee compliance to Information Technology Services Department and District processes and procedures, including technology inventories.
9. Establish and maintain personnel, inventory, and project documentation.
10. Travel from location to location in order to accomplish tasks.
11. Coordinate and supervise high-quality technical customer support to all District users. Ensure excellent communication and follow through between the Help Desk and Technicians.
12. Facilitate and coordinate interaction between staff and other technology teams.
13. Mentor and coach staff to ensure job expectations are met.
14. Maintain team effectiveness and efficiency by defining, delivering, and supporting policies and procedures.
15. Oversee incidents and problems, communicating information with end users as appropriate. Ensure rapid and responsible attention to incidents and problems, and use feedback from clients to continually improve systems.
16. Collaborate with Educational Technology to prepare staff training material.
17. Provide support to, and communicate with, District personnel regarding financial requirements, budget, and other miscellaneous technology services related to devices, software, and/or contracts.
18. Respond to questions from District personnel, auditors, community partners, and vendors regarding technology services’ policies, procedures, and user expectations.
19. Supervise and evaluate assigned staff members; plan and delegate work; provide for training and guidance to employees.
20. Coordinate vendor information, IT asset/inventory, project information, purchasing, and establish user expectations. Set the tone for customer experience and service.

21. Research and implement preventative maintenance procedures for District technology services.

22. Cultivate and model a respectful working and learning environment.

23. Communicate regularly with users to monitor effectiveness of support.

24. Perform other related duties as assigned.

**PHYSICAL DEMANDS REQUIRED:**

- Vision (66-100%)
- Bending (33-66%)
- Speaking (66-100%)

- Pushing/Pulling (33-66%)
- Hearing (66-100%)
- Sitting (33-66%)

- Writing (66-100%)
- Walking (33-66%)
- Reaching (33-66%)

- Acceptable Attendance
  - Lifting/Carrying Up to 50 lbs. (Up to (33-66%) 33%)
  - Climbing/Crawling

- Use of hands and/or arms for repetitive motion (66-100%)

**MENTAL DEMANDS REQUIRED:**

- Reading Documents (33-66%)
- Customer Contact (66-100%)
- Verbal Communication (66-100%)

- Multiple Concurrent Tasks (66-100%)
- Written Communication (33-66%)
- Problem Solving (66-100%)

- Constant Interruptions (33-66%)
- Reasoning (66-100%)
- Math (33-66%)

- Detail Work (66-100%)

Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a disability will be considered in order for them to perform the essential functions of the job.  

(66-100%) = Continuously  
(33-66%) = Frequently  
(Up to 33%) = Occasionally

**TOOLS AND EQUIPMENT NECESSARY:**

IBM/PC (clone), 10-key calculator, telephone, copy machines, FAX machine, and all other tools and equipment necessary to perform the essential functions as listed above.

**MINIMUM QUALIFICATIONS:**

1. Bachelor’s degree with a technology focus or business administration preferred.
2. Five years of management experience required.
4. Experience with large-scale computer deployments and automated software deployment technologies.
5. Strong project management skills, including the ability to handle multiple incidents simultaneously while adapting to constantly changing requirements.
6. At least four years of increasingly responsible experience in providing technical customer service.
7. Experience in project and program planning required.
8. Experience with contracts.
9. Demonstrated ability to communicate efficiently and effectively with credibility and confidence in written or oral media, and possess a positive attitude.
10. Self-motivated and resource savvy, with the ability to take a project from start to finish and delegate tasks.
11. Experience with computerized help desk systems, metrics, and reporting.
12. Ability to work in a diverse environment; skilled at positive conflict resolution.
13. Demonstrated organizational skills and a commitment to follow through.
14. Demonstrated ability to work independently with minimal supervision.
15. Must be able to travel from location to location in order to accomplish tasks, and be willing to travel overnight on occasion.
16. Ability to effectively communicate with students, parents, and school personnel from diverse cultures or backgrounds related to the job.
17. Ability to work harmoniously and collaboratively.
18. Maintain integrity of confidential or sensitive information related to students, staff, or District
patrons.

260-261 Days Per Year (Includes Holidays)
8 Hrs. Per Day

PSE: ______________________________ Date: __________

District: ___________________________ Date: __________

Revised Date: 7/1/2017
Classification: Management/Confidential
Display on Web? Yes