CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SUPERVISOR

BASIC FUNCTION:

Under the direction of the Network and Information Technology Supervisor, supervise and coordinate assigned activities with other divisions, outside agencies and school districts to provide highly responsible and complex administrative support relative to providing end user computing systems and devices to include, but not limited to: desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, smart phones and print devices within the Fresno County Office of Education and school districts; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Analyze procedures and data to develop logical solutions to desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop infrastructure, and print devices
- Conduct meetings with customers and transform requirements into effective implementations.
- Contact vendors for solutions, technical reference, and/or services required for expansion and maintenance.
- Coordinate communications and information between other departments to meet contracted school districts computer hardware, software, peripheral and network system needs; prepare and distribute related correspondence; coordinate activities and programs and resolve issues or concerns..
- Evaluate and review to create support standards, policies, and procedures for desktop computers, tablets, laptops, Chromebooks, smart phones, video conferencing, virtual desktop infrastructure and print devices.
- Evaluate and independently perform analysis of desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices and apply technical principles and concepts to develop and support instructional and business solutions; install, research, test, and verify proper functioning of hardware and software updates.
- Create and enforce security standards.
- Keep up-to-date on desktop computers, tablets, laptops, Chromebooks, smart phones, video conferencing, virtual desktop infrastructure, and print devices architectures, technologies, methodologies, implementation, support, and attend training classes as necessary.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels; monitor and manage technology support work order system.
Monitor quality assurance, customer service levels and security procedures.
Operate a variety of technical test equipment and a variety of hand and power tools; drive a vehicle to conduct work.
Participate in the development and implementation of goals, objectives, policies, and priorities for assigned projects; recommend and administer policies and procedures.
Prepare and maintain a variety of records and reports related to projects, work orders, equipment, systems, personnel, financial activity, maintenance contracts and assigned duties.
Provide assistance to divisions and departments on desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop and print devices infrastructure, and with upgrades and replacements of these devices.
Provide consultation to contracted school districts concerning computer systems, equipment and malfunctions; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.
Receive and analyze requests for desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop infrastructure, smart phones and print devices new devices; recommend and implement solutions to problems; or coordinate or perform detailed analysis, implementation, and testing of new solutions.
Research and evaluate new technologies for possible implementation within the contracted school districts; provide technical advice concerning the purchasing and implementation of new technologies.
Resolve difficult and complex problems with desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, smart phones and print devices through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.
Review, investigate, evaluate, and select new technologies for current and future instructional and business needs; ensure that all technologies comply with FCOE standards and strategic direction.
To manage, plan, organize, and supervise desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, smart phones and print devices.
Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work to assure accuracy and completeness; meet with staff to identify and resolve problems; schedule staff to meet County Office and contracted school district technology needs, priorities and time lines.
Verify stability, interoperability, portability, security, and scalability of desktop computers, tablets, laptops, Chromebooks, smart phones, and virtual desktop infrastructure.
Adhere to the schedules, policies and procedures as determined by the Fresno County Office of Education.
Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events stay abreast of new trends and innovations.
Maintain a safe work environment.
Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
Serve as a liaison between County Office and administrators, personnel, outside organizations or the public concerning assigned area.
Serve as a technical resource concerning assigned program, function or instructional area.
Work collaboratively with assigned supervisor and team members to assure the effective and efficient operation of the assigned program.
OTHER DUTIES:

- Drive a vehicle to conduct work using own transportation.
- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- General knowledge of data and voice network design to include, routing, switching, email, and associated protocols and IP addressing.
- Methods and techniques of evaluating business requirements and developing information systems solutions.
- Principles and practices of operating systems, desktop software such as the Microsoft Office Suite, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, print devices, and security administration.
- Principles of supervision, training, and performance evaluation.
- Principles, practices, methods, and techniques of information systems project management.
- Applicable sections of the State Education Code, Local, State and Federal laws, codes, regulations and requirements as related to assigned activities and/or instructional area.
- Correct English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- County Office organization, operations, policies and objectives.
- Interpersonal skills using tact, patience, flexibility, and courtesy.
- Operation of a variety of office equipment, including but not limited to a computer and assigned software applications.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Design, configure, and test hardware and software problems.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Evaluate client business requirements and implement information technology solutions.
- Manage multiple large scale complex projects.
- Oversee and participate in the management of operating systems, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices.
- Participate in the development and administration of goals, objectives, and procedures.
- Perform highly complex systems analysis duties.
- Research and evaluate new technology in assigned area of responsibility.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Select, supervise, train, evaluate, and review the work of assigned project staff.
- Serve as project manager on large implementation and analysis projects.
- Troubleshoot and diagnose operational problems and articulate resolutions.
- Troubleshoot highly complex hardware and software.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
• Interpret, apply, and explain rules, regulations, policies and procedures.
• Maintain consistent, punctual and regular attendance.
• Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
• Serve as a liaison between County Office administrators and personnel, outside organizations or the public concerning assigned program.
• Use professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
• Work confidentially and with discretion.
• Work independently with little direction.

EDUCATION:
• Bachelor’s degree from an accredited college or university with major coursework in computer related field.

EXPERIENCE:
• Four years of experience in supporting operating systems, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices including two years of administrative and supervisory responsibility.

LICENSURE AND OTHER REQUIREMENTS:
• Valid California driver’s license; while employed by the County Office incumbent must be insurable at the standard rate by the employer’s insurance carrier at all times.
• Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire.

WORKING CONDITIONS:

ENVIRONMENT:
• Drive a vehicle to conduct work, using own transportation.
• Office and/or school facility environment.
• Regular interruptions.
• Small and large group meetings.

PHYSICAL DEMANDS:
• Bending at the waist, kneeling or crouching; climb or balance.
• Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
• Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
• Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
• Sitting, standing and/or walking for extended periods of time.
• Use hands to handle and/or feel; reach with hands and arms.
• Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty five (25) pounds.
The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification, however it is intended to accurately reflect the principal job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*