INFORMATION TECHNOLOGY SUPPORT SUPERVISOR

BASIC FUNCTION:
Under the direction of the Senior Director, Network and Information Systems, or assigned supervisor, organize, plan, coordinate and supervise 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 Fresno County 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.
- Create and enforce security standards.
- 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.
- 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.
- 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.
- Move furniture and equipment as needed.
- Operate a variety of technical test equipment and a variety of hand and power tools.
- 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 FCSS standards and strategic direction.
- Verify stability, interoperability, portability, security, and scalability of desktop computers, tablets, laptops, Chromebooks, smart phones, and virtual desktop infrastructure.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or termination.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations as requested.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events in order to stay current with new trends and innovations.
- Comply with schedules, policies, regulations, procedures, order and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- 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 Superintendent 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 and maintain effective working relationships with others in the course of work in assigned area.

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.
- Principles, theories and techniques of LAN and WAN design.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:
- 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.
- Serve as project manager on large implementation and analysis projects.
- Troubleshoot and diagnose operational problems and articulate resolutions.
- Troubleshoot highly complex hardware and software.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with minimal direction.

EDUCATION:
- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in computer science or related field preferred.

EXPERIENCE:
- Four years of increasingly responsible experience in supporting operating systems, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices.
- Two years of administrative and supervisory responsibility preferred.

LICENSURE AND OTHER REQUIREMENTS:
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with County Superintendent.

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.

APPROVED:
Effective: 03/23/2015
Revised: 10/01/2017; 07/01/2025