

WALTON COUNTY SCHOOL DISTRICT

POSITION DESCRIPTION

TECHNICAL SUPPORT SERVICES MANAGER

QUALIFICATIONS:

1. Bachelor's Degree from an accredited institution, with major in computer science or Associates Degree from accredited institution with a minimum of five (5) years' work experience in field of study.
2. Minimum of five (5) years' experience providing customer support of desktop systems and applications in a large networked environment.
3. Extensive demonstrated leadership skills with evidence of having successfully led major projects and having provided leadership in areas specific to the position's responsibilities.
4. Demonstrated knowledge of current change management principles and best practices as applied to the fields of technology, information services and information systems.
5. Demonstrated leadership in mentoring and staff development with respect to the transfer of knowledge, skills and abilities of the position's assignment area.
6. Demonstrated communication skills in both oral and written form.
7. Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities.

REPORTS TO: Technology Services Coordinator

SUPERVISES: Information Technology Technicians

POSITION GOALS

To supply the District with its technological needs for student achievement, productivity enhancements, reporting requirements and decision support in a fiscally responsible manner.

KNOWLEDGE, SKILLS, AND ABILITIES:

The job of Technical Support Manager was established for the purpose of providing a variety of field-based technical support to users in school and administrative buildings on end user devices including: desktop computers, printers, smart boards, and other peripherals. In addition, this position provides some high-level troubleshooting support for instructional and administrative software in a networked environment; serves as project manager for major new installations and/or major enhancements to existing systems; also provides daily oversight and mentoring for

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PERFORMANCE RESPONSIBILITIES:

1. Collaborates with IT department, district personnel, and vendors for the purpose of meeting end-user needs with the best possible solutions according to district standards for the purpose of actively working to build healthy partnerships throughout the district to better serve our customers in meeting their business objectives.
2. Configures, installs, troubleshoots, and maintains software and hardware in a networked environment; performs on-site repairs of technology equipment or arranges for repairs for the purpose of providing exceptional customer service that exceeds their expectations.
3. Plans, coordinates, and manages the daily schedule for technical support team assigned to his/her region for the purpose of actively working to create a Division of Information Services based on best practice to effectively accomplish the division's and district's strategic goals and objectives.
4. Plans, coordinates, assures progress, and provides documentation on new installation and/or major enhancement projects; works with users and project team to resolve problems and to meet concerns for the purpose of implementing key initiatives associated with the district's strategic Technology Blueprint.
5. Provides leadership, guidance, training, and workflow coordination for technical staff on new installation and enhancement projects; serves as mentor to less experienced technical employees for the purpose of actively working to create a Division of Information Services based on best practices to effectively accomplish the division and district's strategic goals and objectives.
6. Provides on-site support to school and staff and other network and computing responsibilities and serves as a resource on the level three help desk as needed for the purpose of providing exceptional customer service that exceeds their expectations.
7. Researches resource and methods (e.g. journals, literature, vendor information, software updates) for the purpose of evaluating and maintaining current working knowledge of new and emerging technologies as well as district/state/federal rules, regulations, and policies for the purpose of architecting, delivering and maintaining a reliable and stable technology infrastructure appropriate to support the core instructional mission of the district.
8. Attends various District meetings for the purpose of communication and/or gathering information for the purpose of actively working to build healthy partnerships throughout the District to better serve our customers in meeting their business objectives.
9. Facilitates IT committees and works with user groups to solve problems for the purpose of actively working to build healthy partnerships throughout the district to better serve our customers in meeting their business objectives.
10. Participates as a district resource in large scale project implementations in providing technical support and other duties as assigned for the purpose of implementing key initiatives associated with the district's strategic Technology Blueprint.

11. Responds to building requests for the purpose of problem solving, new technology inquiries, technical support, and training for the purpose of providing exceptional customer service that exceeds their expectations.
12. Serve as a technical consultant to school personnel to assist in the identification of program needs and selection of appropriate software and equipment.
13. Assist school personnel in initiating and implementing new programs.
14. Develop and administer cooperative agreements and contracts with other school districts, government and community agencies, and private schools.
15. Keep supervisor informed of potential problems or unusual events.
16. Serve on district, state or community councils or committees as assigned or appropriate.
17. Provide oversight and direction for cooperative planning with other agencies.
18. Provide leadership and guidance in the development of annual goals and objectives for assigned department or program.
19. Exercise proactive leadership in promoting the vision and mission of the district.
20. Set high standards and expectations and promote professional growth for self and others.
21. Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
22. Perform other tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS: Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT: Twelve months and 7 ½ hours per day. Salary to be based on the Board adopted Administrative Salary Schedule: Pay Grade 3.

EVALUATION: Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.