



Position Description

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| Position: Technology Operations & Support Services Supervisor | Position Number: 110602 |
| Department/Site: TeCS | FLSA: Exempt |
| Evaluated by: Chief Information Services Officer | Salary Range: 13 |

Summary

Under the general direction of the chief information services officer, the position of technology operations & support services supervisor is to provide direction and supervision for the comprehensive desktop and instructional technology operations and support services. Ensures consistent and efficient service to college personnel, students, and the community.

Essential Duties and Responsibilities

- Provides day-to-day supervision, coordination and operation of desktop computing resources and related applications including planning, purchasing and implementing the configuration of client desktop computing hardware, software and peripherals.
- Administers Helpdesk operations and field technical staff in matters relating to the installation, maintenance, and repair of desktop computers, instructional support equipment, and relevant software.
- Negotiates service-level agreements to maintain service-level objectives and customer satisfaction.
- Ensures the successful and timely resolution of service requests by providing excellent customer service.
- Collaboratively develops standards for acquisition and support of desktop computing hardware and software; coordinates the acquisition of desktop computing hardware and software, and plans for the replacement and lifecycle management of desktop, lab and e-classroom computers
- Oversees end-user technology training for staff and faculty.
- Works with Instructional Services to develop criteria and specifications for new instructional technology equipment; arranges for displays, demonstrations, testing and evaluations and training in the use of the latest equipment; procures and administers emerging instructional technologies that support the college mission.
- Establishes college-wide desktop and instructional equipment purchasing standards.
- Evaluates and authorizes desktop and instructional equipment purchase requisitions for all departments and divisions.
- Oversees maintenance of records on hardware and software resources for desktop and instructional equipment support.
- Works with Instructional Services to identify technology requirements for classrooms and instructional labs and define replacement cycles.
- Engages in activities to keep current with computer desktop and instructional technologies to proactively administer instructional and desktop technologies for the college.
- Hires, trains, supervises, and evaluates the performance of direct reports and student assistants.
- Serves as chairperson for the appropriate shared governance committees.
- Participates on technology management team including but not limited to annual budgeting and strategic planning.
- Performs related duties as assigned.



Position Description

Qualifications

Knowledge, Skills and Abilities

- Management skills with policy and budget formation including preparation and administration of the annual budget.
- Knowledge of Desktop software standards, upgrade procedures, and maintenance activities to achieve the highest possible reliability and accessibility of computer systems.
- Customer service protocol with a customer-service oriented priority.
- Perform all of the relevant duties of the position with only general direction.
- Work effectively in a shared governance environment.
- Provide customer support from a management level.
- Provide customer service protocol with a customer-service oriented priority.
- Use effectively a personal computer and a variety of job-related software applications.
- Manage contracts for desktop environments and related computer needs.
- Conduct long-range planning.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate effective communication in a multi-cultural environment with faculty, staff and students.
- Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.
- Coach and manage technical and administrative staff.

Physical Abilities

- Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.
- Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.
- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.
- Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens.

Education and Experience

- Possession of a bachelor's degree in computer science or information systems or a related field with a minimum of eight years of experience. Master's degree is preferred.

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.