

Range	30
Hours/day	8
Hours/week	40
Months/year	12

SHASTA - TEHAMA - TRINITY JOINT COMMUNITY COLLEGE DISTRICT

JOB TITLE: Supervisor – Technology Support

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

To organize, direct, coordinate, and supervise the District’s technology support team in the maintenance and support of both academic and administrative computing solutions. To engineer and support standardized end-user computing solutions that are reliable, scalable, manageable, secure, accessible, and that meet the needs of the customers being served by those solutions. Employees in this classification receive minimal supervision within a broad framework of policies and procedures. Employees in this classification direct, coordinate, supervise, and formally evaluate the work of others. This job class exercises responsibility for the successful provision and supervision of information technology services for the District, which requires specialized knowledge in the areas of information technology systems and operations. This job class functions at a full supervisory level of classification, is overtime exempt, and not eligible for longevity benefits.

SUPERVISOR: Associate Vice President of Information Services and Technology or designee

TYPICAL DUTIES:

Essential Functions:

- Directs, coordinates, and supervises the daily operations and activities of the District’s Technology Support department, oversees staff and staffing, and performs supervisory tasks including scheduling, assignment, development, evaluation, disciplinary actions and the identification and resolution of issues and conflicts within the team.
- Practices asset management for all relevant hardware, software, and equipment, and oversees the deployment, monitoring, maintenance, upgrade, replacement and support of all end-user hardware, software and peripheral devices.
- Insures technology enhanced classroom and lab environments will meet student, instructional, and management needs, and will meet legal requirements for software licensure, accessibility, privacy, and state and federal reporting.
- Analyzes performance of classroom and lab environments including ITV and distance learning environments; identifies problems, and devises and delivers solutions to enhance the student learning experience.
- Analyzes performance of faculty, staff, and administrative computing environments including reported issues and documented resolutions; identifies problems, and devises and delivers solutions to enhance productivity potential.
- Oversees provisioning of end-user services, including help desk and technical support services; designs and enforces request handling and prioritizing policies and procedures.
- Monitors and tests “fixes” to ensure problems are adequately resolved.

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- As necessary, schedules and completes installation and upgrade activities during off-hours at night or on weekends in order to minimize interruption of day-to-day activities of the College.
- Benchmarks, analyzes, reports on, and makes recommendations for the improvement of deployed district technologies and technology support activities.
- Oversees development and dissemination of help sheets, usage guides, and FAQ lists for both faculty and staff and in both classrooms and labs.
- Directs and conducts research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts.
- Develops business case justifications and cost/benefit analyses for technology spending, projects and initiatives.
- Ensures technology support initiatives align with business processes, tactical planning, and the district technology strategic vision.
- Develops and delivers progress reports, proposals, requirements documentation, and presentations.
- Determines the frequency and content of status reports from the Technology Support team, analyze results, and prepare and present current status to management.
- Develops and implements necessary technology support procedures, including those for architecture, security, disaster recovery, standards, purchasing, deployment, maintenance and service provisioning.
- Drafts and submits budget proposals; prepares operational expenditure statements and purchase proposals; recommends subsequent budget changes where necessary.
- Attends training seminars and conferences and keeps current with relevant changes in applied and proposed technologies.

Marginal Functions:

- Provides advice and counsel to faculty and staff regarding computing needs related to their programs at Shasta College.
- Works with students to enhance their learning experiences in the area of computer and network systems.
- Meets with other information providers within the college to provide technical assistance and coordination relating to their applications and services as related to the technology necessary for delivery.
- Participates in the establishment, enforcement and updating of network computing standards, policies, procedures, and use guidelines.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Proper supervisory practices; business process analysis; project management; general accounting principles and management information control systems
- Requisite technical skills to perform essential and marginal job functions

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- Desktop build, install, image, support and recovery techniques in a networked environment (e.g. TCP/IP, DNS, WINS, DHCP, configuration and troubleshooting)
- LAN/WAN and Internet technologies from physical layer up (e.g. cabling, routing, firewalls, VPNs, switching and MLS, bridging, addressing and NAT'ing, mail, web content delivery)
- Productivity, analysis, troubleshooting and utility tools for deployed technologies
- Methods and procedures of standardizing, securing, maintaining, and operating computers and peripheral equipment in lab and classroom environments
- Software License compliance laws and methodologies
- Security and business continuity (disaster recovery) planning and execution
- Troubleshooting, diagnostic techniques, procedures, equipment and tools used in computer and peripheral repair
- Technology documentation and presentation techniques
- Proper budget methods and techniques

Ability to:

- Plan, schedule and perform simple and complex customer support activities (e.g. individual machine, lab or classroom environment) in an organized manner
- Prepare and present reports, analyses and guidelines
- Maintain current knowledge of technical advances in all areas of responsibility
- Keep detailed, precise records and handle correspondence effectively
- Work and communicate effectively and cooperatively with students, faculty, and staff
- Work independently and exercise sound judgment while meeting schedules and time lines
- Demonstrate interpersonal skills using tact, patience and courtesy
- Understand and carry out oral and written directions
- Supervise, direct, and formally evaluate the work of assigned staff.
- Perform skilled technical work in the installation, maintenance and repair of computer equipment and peripheral devices

Education/Experience:

- Combination of training, education, and experience equivalent to a Bachelor's degree in Computer Science or Management Information Systems.
- Minimum of three years professional experience directly supporting end-user computing environments.
- Demonstrated technical knowledge and ability to communicate clearly verbally and in writing.
- Progressively responsible supervisory experience in an information technology or administrative role preferred.