



**POSITION DESCRIPTION**

<b>JOB TITLE: MANAGER – TECHNOLOGY SUPPORT SERVICES</b> Job Class: 2608		
<b>DATE</b>	<b>DEPARTMENT OR SCHOOL</b> Department of Technology	<b>DIVISION</b> School Technology Support
<b>BARGAINING UNIT:</b> ASC		<b>FLSA STATUS:</b> <input checked="" type="checkbox"/> <b>Exempt</b> <input type="checkbox"/> <b>Non exempt</b>
<b>Pay Schedule:</b>	<b>Pay Range:</b>	<b>Management Approval:</b>
<p><b>POSITION SUMMARY and PURPOSE:</b> Administer, coordinate and supervise the activities of the Milwaukee Public Schools Technology Support Center in providing customers with support for their use of technology. Supervise Technology Support Center personnel in solving system related problems within all operations and automated systems. Provide guidance, management, and training for the Technology Support Representatives and teach school teams and other administrative groups of employees the skills necessary to efficiently and effectively operate computer-related technology. Ensures the needs of the customer are met. Develop or assist in the preparation of user requirements for new systems. Analyze statistical data that determines the needs of the customer. Act as a liaison with management in the development and maintenance of systems and procedures and communicate feedback on user needs to other managers in the organization. Serve as a liaison to outside vendors of computer services.</p>		

**ESSENTIAL FUNCTIONS:** Indicate the approximate percentage of time devoted to each major task or group of related tasks. Summarize position in no more than 15 tasks, each of which requires at least 5% of incumbent's time.

**NOTE:** An essential function must meet the following criteria:

- 1) The reason the position exists is to perform that function,
- 2) No other employee is available to perform that function,
- 3) The function is highly specialized, and
- 4) Removing the function would fundamentally alter the job.

1. Manage and maintain the Technology Support Center for Milwaukee Public Schools in its efforts to efficiently and effectively provide customers with support for their use of technology.
2. Manage, supervise, and train the Technology Support Representatives. Coordinate, organize, guide, and administer the activities of this staff.
3. Create and maintain a list of services, objectives, a strategy, and a plan for the Technology Support Center. Ensure that all Technology Support Center staff is familiar with these and encourage participation in the creation of these where possible.
4. Responsible for determining the correct criteria for the Technology Support Center, finding and sharing best-practices information with other companies and educational institutions. Keep up-to-date on support center technology. Ensure that upgrades or additions to tools are made as required.
5. Monitor Technology Support Center performance by observing automatic call distribution and problem call tracking statistics. Set quarterly objectives and report to management on the objectives and whether they were met.

6. Assist in problem definition and provide creative solutions to user problems district-wide in regard to technology related issues to ensure user satisfaction and productivity.
7. Review user requirements for changes to existing systems or development of new systems. Develop or help prepare user requirements.
8. Produce and distribute customer satisfaction surveys. Utilize the information from these surveys to bring about positive changes in practices at the Technology Support Center to meet user expectations.
9. Negotiate and maintain service-level agreements with Milwaukee Public Schools district office departments to make sure target levels are being met.
10. Oversee the development of course guides and classroom materials, monitor and teach several levels of inservice workshops supporting the district software and hardware standards.
11. Work closely with Central Service departments in setting up training schedules for specific customer applications, i.e., Student Management System, SAFE, Time & Attendance, AEXX, School Selection, Natural Reporting, etc.
12. Attend meetings with customer liaison groups to elicit suggestions for changes in policies and procedures and to convey these suggestions to appropriate administrative staff for consideration.
13. Meet with customers on an ongoing basis to acquire feedback and suggestions for the Technology Support Center staff and to inform customers of any new developments and changes in support center service.
14. Attend meetings, seminars, conferences, and classes as needed to maintain a high level of knowledge and understanding in the technological arena. Keep up-to-date on support center technology. Ensure that upgrades or additions to tools are made as required.
15. Evaluate and communicate information relative to new and emerging technologies that may have an impact on schools.
16. Actively supports the MPS Strategic Plan.
17. Performs other duties as assigned.

**SUPERVISION RECEIVED:** (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

**SUPERVISION EXERCISED:** (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

**JOB REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Education Requirements** (Include certificates, licenses, and/or registrations required.)

**Experience Requirements**

**Knowledge, Skills, and Abilities**

Effective oral and written communication and presentation skills are required. Skill at organizing

resources and establishing priorities. Experience supervising staff and managing budgets is required. Excellent teamwork skills are essential. The ability to develop effective working relationships with diverse individuals at all levels is required. Must have excellent planning and organizational skills. A strong working knowledge of computer applications to include MS Office software, Hyperion, ESIS and the MPS Portal is required. Must be able to juggle numerous responsibilities with varying deadlines. The ability to gather data, compile information and prepare reports is required.

**WORKING ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

General office environment, must be able to handle light lifting and occasional standing, bending.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**