



POSITION DESCRIPTION

JOB TITLE: Technology Support Supervisor Job Class: 3013		
DATE	DEPARTMENT OR SCHOOL Department of Finance & Operations	DIVISION Division of Technology
BARGAINING UNIT: ASC		FLSA STATUS: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
Pay Schedule:	Pay Range:	Management Approval:
<p>POSITION SUMMARY and PURPOSE: (Describe the general nature and level of work performed by this position.) Represents the division of technology as the main contact and resource for problems/inquiries relating to computer systems and related peripherals. Liaison with principals, department heads and planning committees regarding technology based management systems. Serves as supervisor to technology support analysts in the technology support center and problem resolution on software, hardware and systems related products. Provides guidance and training to technology support analysts while solving client problems. Provides timely, accurate, professional telephone and e-mail support and problem resolutions for software and hardware problems. Assists customers by analyzing and addressing root causes of problems. Provides quality support with a high degree of customer service, technical expertise and timeliness.</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. Provide expert and creative solutions to user problems of complex nature to ensure user satisfaction and productivity.
2. Research, resolve and respond to highly complex questions in accordance with current standards. Act at the highest level of escalation for user problems within the technology support center. Assign appropriate priorities and resolution targets based on the nature of the problem, any loss of service, the impact to the user and the user's expectations/needs for resolution.
3. Develop and provide expert technical training, technical coaching and mentoring to other technology support center staff. Lead or participate in team projects that enhance the quality or efficiency of support. Develop and direct projects to improve the technology support center support capability.
4. Develop classroom materials and course guides for training all levels of MPS staff on topics such as client server applications in the school office (SMS, Peoplesoft), PC/MAC applications and record keeping procedures (student records, transportation, etc.) used in the school system. Presentation of technical courses using above listed prepared materials to

administrative, clerical and support staff in group settings or on a one to one basis. Attend training sessions offered and lead training workshops.

5. Teach and reinforce procedures in areas of student management system, payroll, student enrollment, accounting, budgeting skills, school selection, purchasing, attendance, school based reporting, middle school grading and scheduling, etc.
6. Act as a consultant and resource to the Manager of Application Development. Develop, define and communicate user service policies for products supported by the technology support center. Also, acts as a liaison with principals, department heads, planning committees regarding technology based management systems implementation.
7. Attend weekly user group meeting and coordinate user and support issues among school sites and central services to ensure timely distribution of knowledge and positive impact on user satisfaction and productivity.
8. Acquire, maintain and expand knowledge of relevant product offerings, current support policies and methods of support delivery, in order to provide technically accurate solutions to technology support center users. May act as product liaison for major products, working with independent software vendors to solve technical issues as needed.
9. Actively supports the MPS Strategic Plan.
10. Performs other duties as assigned.

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

At this level the technology support supervisor has a good handle on what the proper procedures are and will work together as a team. There are still weekly evaluations of calls being logged, supervision or proper escalations and telephone surveys that will be evaluated on a monthly basis.

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.

The technology support supervisor will work directly with the technology support analysts training them in specific areas such as PC troubleshooting, network operating system procedures, installation of hardware and software etc. The technology support supervisor will assign work to the other analysts and review what they have completed.

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.)

Bachelors degree from an accredited college or university, preferably in computer science or documented evidence of other appropriate course work/training or experience equivalent to a bachelor's degree necessary to perform effectively in the position.

Other combinations of applicable education, training and experience, which provide knowledge, abilities and skills necessary to perform effectively in the position, may be considered.

Experience Requirements

Five years prior customer support experience desired.

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.