



## OFFICE OF HUMAN RESOURCES

### Job Information

<b>Job Title:</b> <i>Supervisor I, School Technology Support</i>	<b>Last Revised/Approved:</b> <i>09/2017</i>
<b>Job Code:</b>	<b>Reports To:</b> <i>Manager, School Technology</i>
<b>Office:</b> <i>Office of Innovation and Information</i>	<b>Department:</b> <i>Information Technology</i>

### Compensation Information

<b>Pay Grade:</b>	<b>Pay Range: \$</b>
<b>FLSA Status: Exempt</b>	<b>Term of Employment: FT</b>
	<b>Probation: 1 Year</b>

### Position Summary/Purpose:

Supervises, evaluates and trains approximately 15 IT Service Technicians. Assists other supervisors and manager to support and train the entire staff of IT Service Technicians. Works with School Leaders to support technology in schools. Supports Technology and events in the Milwaukee Public Schools district.

### Core Competencies:

- Decision Quality and Problem-Solving
- Communication and Customer Service
- Professionalism
- Equity, Access and Inclusion

### Management Competencies:

- Developing Others
- Managing through Processes and Systems
- Strategic Agility and Innovation Management
- Functional/Technical Skills

### Essential Functions:

An essential function is a duty or responsibility that is fundamental to the job — a critical, or basic component of that job. An essential function cannot or should not be assigned elsewhere.

Note: An Essential Function must meet the following criteria:

- ✓ Does the job exist to do this function?
- ✓ Would taking this function from the job fundamentally change the job?
- ✓ Would there be significant consequences if this function were not performed?
- ✓ Can other employees do this function if necessary?
- ✓ How much time per week is spent doing this function?
- ✓ Do people in similar positions elsewhere do this function?

- Supervises, evaluates and trains approximately fifteen (15) IT Service Technicians.

- Supports the IT Service Technicians by answering questions, troubleshooting problems, meet with school administrators and escalate requests to proper departments.
- Conducts regular school visits to ensure school support needs are being met.
- Train IT Service Technicians on how to do specific functions of their jobs, such as configuring and repairing printers, SMARTBoards, Chrome books and other devices.
- Provides Technical support for MPS district events, Leadership Institutes, Retreats, Professional Development and other events off site.
- Analyzes and responds to HEAT Ticket data to make decisions on needs in schools.
- Participates in requests for proposals or bids using expertise to make decisions on best proposal.
- Authorizes absence, over time and mileage forms.
- Schedules the assignments of IT Service Techs so they are distributed equitably throughout the district schools.
- Actively supports the MPS Strategic Plan.
- Performs other duties as assigned.

## **Job Requirements:**

### ***Education Requirements:***

- A bachelor's degree from a nationally-accredited university is required.
- Driver's License (must have personal transportation available).

### ***Experience Requirements:***

- Five or more years of experience supporting school technology needs and leading projects.
- Previous experience in a supervisory role is desired.

### ***Knowledge, Skills and Abilities:***

- Outstanding oral and written communications skills, negotiation skills and presentation skills are essential.
- Technical skill and understanding of the operations of personal computers, Smart Boards, Chromebooks and other devices is necessary.
- Strong consultative skills are necessary.
- Experience in the implementation and use of technology and automated systems for streamlining business processes is required.
- Must be comfortable operating in an environment with multiple priorities and numerous deadlines.
- Must be capable and comfortable working with a diverse population.
- Experience managing employees and budgets is required.
- Must be able to compile relevant data and organize it into comprehensive reports.
- The ability to develop effective working relationships with all levels of the organization 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.*

- Typical office or school environment
- Position may be required to work additional hours, outside of the normal business day as a regular part of the job
- Frequently required to travel around the city of Milwaukee and occasionally travel out of town

## **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.*

**Equal Opportunity:**

It is the policy of the District that persons seeking employment with the District shall not be discriminated against in employment by reason of their age, race, creed, color, religion, handicap or disability, pregnancy, marital or parental status, sex, citizenship, national origin, ancestry, sexual orientation, arrest record, conviction record, military service, membership in the National Guard, state defense or reserves, political affiliation, use or nonuse of lawful products off the employer's premises during nonworking hours, declining to attend a meeting or to participate in any communication about religious matters or political matters, the authorized use of family or medical leave or worker's compensation benefits, genetic information, physical, mental, emotional or learning disability, or any other factor protected by local, state or federal law in all employment practices including terms, conditions and privileges of employment.

Reasonable accommodations shall be made for qualified individuals with a disability, unless such accommodations would impose an undue hardship on the District. Requests for accommodations under the Americans with Disabilities Act or under the Wisconsin Fair Employment Act must be submitted to the Employee Rights Administration Department in the Office of Human Resources.