

**PRIMARY FUNCTION:**

Plans, organizes, coordinates and supervises maintenance of the communication network and technological infrastructure of the district. Responsible for technical repairs, maintenance, and service of all information systems equipment throughout the District with minimal supervision. Provides supervision for various classified employees in the Technology Support Services (TSS) ; establishes and coordinates work assignments by type and priorities. Performs other related duties.

**DIRECTLY RESPONSIBLE TO:** Director of Technology Support Services or Designee

**ESSENTIAL FUNCTIONS and ASSIGNED RESPONSIBILITIES:**

1. Supervises maintenance of the information and network system including assignment of work, review of actions taken, monitoring of progress, and technical direction and assistance.
2. Responsible for the accurate recording of work order information including labor and material usage, proper coding of problems and resolutions, and timely processing.
3. Completes performance evaluations for classified employees as outlined in the Supervision Exercised area.
4. Analyzes network and other system hardware problems and coordinates their remedy.
5. Works with managers, directors, and site administrators to determine network growth, use, and maintenance.
6. Reviews and advises on proposed hardware and networking revisions.
7. Monitors progress and prepares reporting on network and operations status.
8. Monitors and is responsible for the activities of subcontractors and other outside vendors.
9. Coordinates TSS operations with schools, departments and outside agencies.
10. Ensures availability of necessary supplies, materials, and equipment by supervising inventory movement procedures and conducting a formal inventory cycle counting program.
11. Conducts formal training on diverse technological subjects for both TSS personnel and other District users.

**TECHNOLOGY SUPPORT MANAGER**  
**JOB DESCRIPTION (continued)**

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12. Participates in the district-wide project planning process directed at controlling the systematic retrofit, upgrade and maintenance of District computer equipment and networks.
13. Directs and supervises the installation of operating systems, application software and upgrades on a district-wide basis.
14. Develops/reviews procedures and system controls to achieve maximum efficiency and security.
15. Maintains flexible hours as determined by need and communicated by department administration within a 6:00 a.m. to 8:00 p.m. time frame.

**SUPERVISION EXERCISED AND RECEIVED:**

EXERCISED: Computer/Network Technician I, Computer/Network Technician II, Help Desk Technician, Senior Help Desk Technician, Work Control Technician, Database Specialist/Programmer, Senior Database Specialist/Programmer, and Other Technology Support Services as assigned

RECEIVED: Director of Technology Support Services or Designee

**MINIMUM QUALIFICATIONS:**

1. Bachelor of Arts or Science Degree in a computer related discipline or equivalent experience and training.
2. Five years experience maintaining and installing networked microcomputer systems.
3. Five years experience in a technical support capacity with significant direct interaction with users a minimum three years of which was spent in a supervisory capacity.
4. In-depth knowledge of LAN and WAN technologies including protocols, equipment, topologies, security, NOS installation, and troubleshooting techniques.
5. In-depth knowledge of microcomputer technologies with clear understanding of the Linux, Windows, and Macintosh platforms with an emphasis on troubleshooting and repair of PC's and compatibles.
6. In-depth knowledge of personal computer system maintenance including PC's, software, and peripherals.
7. Well developed skills in the use of analytical and management equipment/software, and peripherals.

**TECHNOLOGY SUPPORT MANAGER  
JOB DESCRIPTION (continued)**

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8. Sound knowledge of Internet protocols, TCP/IP application gateways, proxy servers, and other related technologies.
9. In-depth knowledge of Windows and Linux server and network operations, monitoring, maintenance, and troubleshooting.
10. Knowledge of work order systems and inventory control practices and procedures.
11. Experience and/or knowledge of thin client technologies are preferred.
12. Excellent written and oral communication skills.
13. Ability to work collaboratively with others.
14. Ability to analyze problems, assess options, and identify solutions.
15. Possession of a valid California Driver's License.

**PHYSICAL ACTIVITY REQUIREMENTS:**

*Work Position (Percentage of Time):*

Standing: 30                      Walking: 30                      Sitting: 40

*Body Movement (Frequency):*

<u>None (0)</u>	<u>Limited (1)</u>	<u>Occasional (2)</u>	<u>Frequent (3)</u>	<u>Very Frequent (4)</u>
Lifting (lbs.): 50		Lifting: 3		Bending: 3
Pushing and/or Pulling Loads: 2		Reaching Overhead: 2		Kneeling or Squatting: 3
		Climbing Ladders: 2		Climbing Stairs: 2

**SALARY RANGE:** FSMA Classified Salary Schedule, Lane 3

**Board Revision: 8/27/15**  
(Formerly MOS Sr. Network Engineer)  
**Revised: 04/25/13**  
**Board Approved: 10/14/10**