CUPERTINO UNION SCHOOL DISTRICT
Cupertino, California

JOB DESCRIPTION

SUPERVISOR, INFORMATION TECHNOLOGY – HELP DESK

BASIC FUNCTIONS

Under the direction of the Information Technology Director, supervises and guides the work of assigned employees related to the District's IT Help Desk. Plans, schedules, and oversees projects, creation of training manuals and documentation, and trainings/support of system users. The IT Help Desk is responsible for providing support and technical assistance to District users related to computer systems, hardware, software and online user accounts for selected District systems.

RESPONSIBILITIES

1.   Supervises, evaluates and coordinates activities of assigned personnel.

2.   Acts as a liaison between assigned workers and other District personnel.

3.   Organizes monthly meetings with School Site Instructional Technology Specialists to communicate technical needs and solutions.

4.   Recommends department procedures and policies as needed.

5.   Acts as information and technical source for workers regarding work methods, procedures and problem solving.

6.   Enforces federal and state regulations, safety procedures and District policies and contracts.

7.   Provides technical assistance and support for incoming inquiries and issues related to computer systems, software, hardware and online user accounts for selected District systems.

8.   Attends meetings as needed to assess the needs of District users.

9.   Oversees the assignment of District technology devises to District personnel.

10.   Collects, analyzes, and reports on date, such as Help Desk tickets and hardware on inventories, to optimize support of District users.

11.   Prepares reports and correspondence and maintains records related to assigned functions.

12.   Maintains inventory control and records of District hardware assets using the IT Help Desk system.

13.   May recommend departmental procedures and needs.

14.   Participates in the development and monitoring of departmental budgets.

15.   Recommends and participates in personnel action regarding employment.

16.   Performs evaluations of assigned personnel.

17.   May assume some duties of workers under his/her assignment.

18.   Performs other related duties as needed.

QUALIFICATIONS

1.   Demonstrated knowledge and experience to ensure successful job performance.

2.   Bachelor's degree preferred, and/or three (3) years of increasingly responsible experience in the technology field, preferably including school district experience.

3.   Proficient in using and troubleshooting Apple OS and iOS environment, Chromebooks, and Google Apps for Education.

4.   Knowledge of IT troubleshooting, help desk and inventory best practices.

5.   Ability to make independent judgements, analyze difficult situations and make decisions.

6.   Provides a safe work environment.

7.   Ability to deal with high stress situations in a calm and tactful manner.

8.   Ability to establish and maintain cooperative relationships with those contacted in the course of work, using tact, patience and courtesy.

9.   Ability to communicate effectively in both oral and written forms.

10.   Ability to prepare accurate reports and correspondences.

11.   Ability to lift 35 pounds and pass District physical examination.

12.   Possession and maintenance of a valid California Driver License.