INFORMATION TECHNOLOGY
TECHNICAL SERVICES SUPERVISOR
(District Office)

DEFINITION

The Information Technology (IT) Technical Services Supervisor (District Office) is a working supervisor charged with the responsibility to plan, organize, supervise and participate in the activities of the District IT Technical Services Team; ensure timely and accurate problem solving, system testing, and change management; maintain user relations; assure compliance with District policies and principles of good IT practices; prepare internal and external documents and activity reports; and supervise, train, and evaluate the performance of assigned personnel.

TYPICAL DUTIES

Plan, supervise and participate in the implementation and maintenance of physical and virtual network, server and storage environments, wired and wireless environments, telephony, network and application software, database systems, web and application servers, and client computing environments; assure compliance with District policies and IT Department procedures; ensure system and data security, implement support procedures, including maintaining inventory and ensuring operational performance of District technology infrastructure and equipment, smart classrooms and meeting rooms; monitor and supervise version upgrades and enhancements of network/desktop operating systems and application software; recommend changes in procedures as appropriate; respond to verbal, written, and electronic inquiries from clients regarding status of work requests, backlog, and issues; supervise, train, and evaluate assigned staff; establish team goals according to guidelines; provide technical expertise to staff and other IT Department employees; resolve issues and coordinate activities; participate in interviewing and selecting new personnel; coordinate departments' operations with faculty and participating agencies/colleges and make basic arrangements such as program format and adherence to timelines established for projects; confer with College and District Office Departments to coordinate efforts and enhance network systems and capabilities; maintain budgetary expenditures for departments' operations, equipment, supplies and materials; operate office equipment including computers; perform other related duties as assigned.

QUALIFICATIONS

EXPERIENCE
Four years increasingly responsible experience, including two years in a lead or supervisory capacity, in computer/network system analysis, design, programming, testing, implementation and user relations.

EDUCATION
Bachelor's degree from an accredited institution in MIS, Computer Science, Business, or a related field.

KNOWLEDGE OF

IT system analysis and design, implementation and maintenance, application development methodologies, procedures, principles, and practices; digital media and content production; rules and regulations pertaining to IT activities and data confidentiality, IT department organization, operations, policies and objectives; interpersonal skills using tact, patience and courtesy; principles and practices of supervision and training; policies and objectives of assigned program and activities; oral and written communication skills; modern office practices, procedures, office machines, and computer equipment; budget preparation and control.

ABILITY TO (ESSENTIAL FUNCTIONS)

Perform the basic functions of the position; plan, supervise, and participate in activities and operation of a District IT department; supervise and coordinate department functions including user requirements, prioritizing, work load management, quality assurance, and configuration/change management; prepare complete and concise reports; recommend District-wide processes and procedures for services; prepare, review, verify and process relevant forms and documents; obtain verbal and written price quotations; purchase goods and services in compliance with specifications and financial constraints; expedite software upgrades and enhancements to facilitate user requirements; may prepare complex system technical specifications; meet schedules and timelines; evaluate product capability and cost effectiveness; establish and maintain cooperative and effective working relationships with others; select, train, supervise, and evaluate personnel, exercise initiative and mature judgment, sustain regular work attendance, work as a member of a team.