MODESTO CITY SCHOOLS

JOB DESCRIPTION

MANAGER-COMPUTER INSTALLATION SUPPORT

DEFINITION:

Under the direction of the Senior Director Information & Technology Services, plan, organize and direct the activities and operations of the District's Computer Installation & Support program including computer hardware, software installations, repair, user support and security of shared network resources; monitor the setup, creation and administration of end user network accounts and Active Directory; evaluate new and emerging hardware and software and support techniques; train, supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize and direct the activities and operations of the District's Computer Installation & Support program; participate in the development and implementation of departmental policies and procedures.
- Supervise, monitor and evaluate the installation, servicing and repair of computer hardware and software.
- Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
- Monitor and evaluate the scheduling and maintenance of computer hardware installation, repair schedules, technology equipment, standard office software and district communication systems/software.
- Establish, implement and evaluate help desk support for computer users.
- Review and prioritize requests for hardware and software support.
- Monitor and evaluate installation and support for district computer network including office and workstation configurations and District communications software.
- Monitor and report on hardware and software support requests; monitor and assure timely delivery of computer and other technology related services in accordance with the District Technology Plan.
- Develop, monitor and evaluate computer related hardware and supplies inventories; maintain sufficient supply of hardware components.
- Monitor the setup, creation and administration of end user network accounts and Active Directory.
- Evaluate new technological advances and make recommendations on the selection and acquisition of computer related hardware and district communication and operations systems.
- Monitor and implement network security policies for shared network resources and workstation security.
- Conduct digital forensic investigation on behalf of the District involving physical evidence collection, analysis and reporting.
- Plan, organize and maintain the District's digital device and data security program.
- Provide technical expertise, information and assistance to the Senior Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
- Assist in the preparation of the Computer Installation & Support department budget.
- Direct the preparation and maintenance of a variety of narrative and statistical reports, records and files related to personnel and assigned activities.
- Maintain efficient operations and timely software and hardware upgrades District-wide.
- Evaluate, assess and prioritize service requests.
- Investigate, troubleshoot, diagnose and repair software and hardware malfunctions as directed.
- Install, configure and update computer applications and new computer components as requested.
- Analyze operational hardware and software problems and coordinate resolutions with staff and vendor technical support.
- Communicate with administrators, personnel, vendors and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

- Operate a computer and assigned software programs; operate other office equipment as assigned.
- Attend and conduct a variety of meetings as assigned; drive a vehicle to conduct work.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:
- Any combination equivalent to: Bachelor's degree in computer science, information systems, business administration or related field and three years increasingly responsible experience in the installation, servicing, customer support and repair of hardware and software systems.

Licenses and other Requirements
- Valid California Class C driver's license.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

DESIRED QUALIFICATIONS:

- Current Windows Microsoft Certified Systems Engineer (MCSE) certification.
- Five or more years successful experience in managing computer hardware repair and support department/services.

Knowledge of:
- Operation and limitations of computer systems and related equipment.
- Operating systems, application software packages and their use in a multiple site environment.
- Computer hardware and communications systems a procedural analysis and development.
- Principles and techniques of planning, scheduling, budgeting, cost analysis, forecasting and related control requirements.
- IT Project Management at an enterprise level.
- Troubleshooting processes and techniques.
- Procedural analysis and development.
- Project management methods, principles and practices.
- Digital forensic investigation techniques.
- Digital media acquisition and analysis.
- Oral and written communication skills.
- Principles and practices of supervision and training.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

Ability to:
- Train and evaluate the performance of assigned staff.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.

- Prepare records and reports related to assigned activities.
- Understand, implement and write complex technical instructions.
- Prepare comprehensive narrative and statistical reports.

WORKING CONDITIONS:

Work Environment:
- Indoor/Office environment.
- Driving a vehicle to conduct work.
- Constant interruptions.
- Work evenings or variable hours.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Hazards:

- Dissatisfied or hostile individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 3/13/12

Board Approved: 5/31/05, 7/30/12

FLSA Status: Exempt