

MODESTO CITY SCHOOLS

Job Description

JC# 10039

SITE TECHNICIAN MANAGER

OVERALL RESPONSIBILITY

Under general direction, oversee all site-based technical matters and manage the district's technical support team; work collaboratively with clients/users, the development team, and various stakeholders within the district to ensure the delivery of all products and services in an efficient, timely manner. Provide leadership and assume management responsibility for computer hardware and software installation, repair, and user support.

SPECIFIC RESPONSIBILITIES

1. Oversee site technology functions including remote and on-site ticket remediation, escalations, ticket closure, and staffing allocations. *E*
2. Ensure users are provided efficient and timely first and second level support. *E*
3. Manage the on-site technicians' daily work and in-servicing needs to ensure best practices are followed. *E*
4. Assist in the selection, orientation, training, supervision and evaluation of subordinate personnel.
5. Supervise, monitor and evaluate the installation, servicing, and repair of computer hardware and software by staff. *E*
6. Establish specific customer service standards and ensure they are maintained. Ensure customer service is timely and accurate daily. *E*
7. Plan and organize staff scheduling to ensure site technology department coverage during normal business and after hours as needed. *E*
8. Contribute to improving customer support by actively responding to queries, handling complaints and completing After Action Reviews. *E*
9. Follow up with customers to identify areas of improvement and provide customer feedback to the appropriate internal Information and Educational Technology Systems teams. *E*
10. Provide staff support for administrative tasks and projects related to desktop, Wide Area Network, Local Area Network, and telephone functions. *E*
11. Maintain a central source of information enabling support technicians to recover outages with minimal disruption to expected service levels. *E*
12. Develop daily, weekly and monthly Key Performance Indicator metric reports on-site technician team's productivity. *E*
13. Establish, implement and evaluate help desk support for computer users. *E*
14. Oversee the maintenance and operation of the Help Desk software system. *E*
15. Design, implement, and monitor network security policies for shared network resources and workstation security including ensuring AUPs, etc., are implemented and returned as needed. *E*
16. Effectively communicate and maintain cooperative relationships with those contacted during work.
17. Perform other related duties as assigned.

SITE TECHNICIAN MANAGER (continued)

WORK YEAR

Approved days as specified on the Management Salary Schedule

SALARY

Management Salary Schedule

QUALIFICATIONS

Knowledge/Ability

Minimum Requirements:

- Knowledge of the operation and limitations of computer systems, applications, and related equipment.
- Knowledge of and ability to apply problem-solving processes and techniques and train staff on these approaches.
- Knowledge of principles, practices, procedures, rules, codes, regulations, techniques and strategies of District and assigned position/department.
- Knowledge of and ability to apply effective supervision techniques.
- Ability to understand and implement complex oral and written directions given in English using clear, concise communication, including correct writing practices, i.e. grammar, punctuation, etc.
- Ability to apply principles and techniques of providing successful leadership and conflict management skills including team management skills.
- Ability to effectively work with individuals and groups with the ability to transfer troubleshooting and technical skills.
- Knowledge of effective project and risk management skills.
- Ability to apply strong system analysis skills.
- Ability and knowledge of interpersonal skills, written and oral communication skills using tact, patience, and courtesy.
- Knowledge of computer technology and software (i.e. office, adobe, remote control software, etc.), specifically K-12 specific applications.
- Ability to apply work experience when supervising large Helpdesk team.
- Ability to give clear instructions and communicate with all modalities to a non-technical audience.
- Ability to apply customer-service oriented solutions with a problem-solving attitude.
- Ability to analyze complex requirements, identify problems, and develop logical conclusions and effective solutions.
- Ability to document procedures and provide training for staff and end-users.
- Ability to prioritize and complete tasks within required timeframes.
- Ability to independently compose clear, complete and concise correspondence and reports using correct grammar, syntax, punctuation, and spelling.
- Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions.
- Ability to manage multiple high priority initiatives in a fast-paced, highly technical environment.
- Ability to work independently with a minimum of supervision.

Experience

Minimum Requirements:

Five (5) years of experience in a technical role providing support in a technical services environment

Desirable Qualifications:

- Five (5) or more years' successful experience in managing computer hardware repair and support department/services.
- A current Windows Microsoft Certified Systems Engineer (MCSE) certification.

Education

High School diploma or General Education Development (GED) certificated or California High School Proficiency Examination (CHSPE) certificate.

SITE TECHNICIAN MANAGER (continued)

QUALIFICATIONS (continued)

Education

Desirable Qualifications:

Bachelor's degree or equivalent combination of work experience is preferred.

License

Valid California Driver's License

Physical Characteristics

With or without the use of aids:

Sufficient vision to read small print.

Sufficient depth perception to work on computers and related equipment.

Sufficient hearing to hear normal and telephone conversations.

Ability to speak in an understandable voice and with sufficient volume to be heard at a normal conversation distance and on the telephone.

Sufficient dexterity to manipulate small objects, print or write legibly, or use a computer.

Sufficient physical ability to sit or stand for prolonged periods.

Sufficient physical ability to reach horizontally and vertically with arms.

Sufficient physical ability to lift and carry fifty (50) pounds.

REPORTS TO:

Chief Technology Officer, Information & Educational Technology Services or designee

Cabinet Approved: 2/11/20

Board Approved: 2/24/20