



POSITION DESCRIPTION

Technology Operations and Support Services Supervisor

Position Technology Operations and Support Services Supervisor
Department/Site Technology and Computer Services
FLSA Exempt
Evaluated by Chief Information Services Officer
Salary Range 15

Summary

Under the general direction of the Chief Information Services Officer, the Technology Operations and Support Services Supervisor provides direction and supervision for the comprehensive desktop, network, instructional technology operations, and support services. Ensures consistent and efficient service to college personnel, students, and the community.

Essential Duties and Responsibilities

- Plans, organizes and directs the installation, configuration, maintenance, programming and repair of telecommunications systems; desktop hardware, software and peripherals; and networking equipment.
- Designs, plans, and implements the college video, voice and data network systems.
- Plans and implements audio visual and instructional technology equipment and interfaces.
- Architects and provides technical leadership for overall computer operating systems and network planning and architecture including design requirements, standards, protocol, and capacity planning.
- Maintains an inventory of desktop and network hardware and software along with vendor-specific licensing.
- Manages IT Specialists in their roles of network administration, maintenance of user accounts, network security, network backup and file maintenance activities, classroom technology support, and telecommunications system administration
- Administers requests related to telecommunications and network technology services.
- Writes specifications and designs, directs development of bid specifications and prepares plans to install or modify network systems
- Establishes system software standards, upgrade procedures and maintenance activities to achieve the highest possible reliability and accessibility of network systems.
- Engages in activities to keep current with the latest releases and best practices related to computer desktop and instructional technologies in order to proactively administer these systems for the college.
- Provides day-to-day supervision, coordination and operation of desktop computing resources and related applications including planning, purchasing and implementing the configuration of client desktop computing hardware, software and peripherals.
- Administers Helpdesk operations and field technical staff in matters relating to the installation, maintenance, and repair of desktop computers, instructional support equipment, and relevant software.
- Negotiates service-level agreements to maintain service-level objectives and customer satisfaction.
- Ensures the successful and timely resolution of service requests by providing excellent customer service.
- Collaboratively develops standards for acquisition and support of desktop computing hardware and software; coordinates the acquisition of desktop computing hardware and



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software, and plans for the replacement and lifecycle management of desktop, lab and classroom computers

- Oversees end-user technology training for staff and faculty.
- Works with Academic Affairs to pilot new instructional technology equipment, identify technology requirements for classrooms and instructional labs, and define replacement cycles.
- Evaluates and authorizes desktop and instructional equipment purchase requisitions for all departments and divisions.
- Oversees maintenance of records on hardware and software resources for desktop and instructional equipment support.
- Engages in activities to keep current with computer desktop and instructional technologies. Hires, trains, supervises, and evaluates the performance of direct reports and student assistants.
- Serves as chairperson for the appropriate shared governance committees.
- Participates on technology management team including but not limited to annual budgeting and strategic planning.
- Maintains positive working relationships with other departments on campus.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Administers the collective bargaining agreements among the District and the classified union.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Supervises and evaluates assigned personnel.
- Resolves conflict.
- Ensures compliance with local, state, and federal regulations.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Knowledge, Skills and Abilities

- Knowledge of computer operating systems, network and telecommunications concepts, applications, and installations in a multivendor and multiprotocol environment.
- Knowledge of internet and intranet infrastructure, Wide Area Networks (WANs), Local Area Networks (LANs), network-attached storage, office productivity applications, email, directory services, and video distribution systems.
- Knowledge of network components including structured wiring, physical and virtual servers, workstations and peripherals, Network Interface Cards, hubs, routers, switches, multiplexors, bridges, and gateways.
- Knowledge of Desktop software standards, upgrade procedures, and maintenance activities to achieve the highest possible reliability and accessibility of computer systems.
- Management skills with policy and budget formation including preparation and administration of the annual budget.
- Customer service protocol with a customer-service oriented priority.
- Ability to perform all of the relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a management level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.



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- Ability to conduct long-range planning.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.

Education and Experience

- Possession of a bachelor's degree in computer science or information systems, or a related field, and a minimum of eight years of related experience.