EL CAMINO COLLEGE

JOB TITLE: TECHNICAL SERVICES SUPERVISOR

Classification:	Supervisor	Retirement Type:	PERS*
Salary Range:	35	Revised/Board Approved:	March 21, 2016

BASIC FUNCTION:

Under the general supervision of Information Technology Services management, this position is responsible for direct consultative support on information technology-based systems primarily in the areas of hardware resources, application software, multimedia, facilities design and network support. Plan, direct, and supervise the operations of the technology support center, Help Desk/Call Center, technical repair and operational support staff. The supervisor provides leadership in technology consulting, project management, resource management and delivery of services.

REPRESENTATIVE DUTIES:

Develop standard specifications for personal computer hardware and software to ensure system and procedural integrity and compatibility.

Develop long-range strategy and plan for the District's personal computer hardware and software, ensuring flexibility to respond to technology changes - maximizing savings on PC hardware acquisitions while minimizing financial and technological risks.

Provide consultative support and services to the user community to ensure problem resolution, system and data access, and optimal system performance.

Review requests for personal computer needs and ensure that acquisitions and replacements are congruent with District-wide personal computer strategy. Provide consulting support for the college's hardware and software needs and develop and implement customer service and support policies and procedures, as well as feedback mechanisms to ensure the highest quality support.

Oversee operations of the Help Desk for personal computer, telecommunications and central operations.

Develop and implement performance measures to ensure customer focused service orientation as well as provide information for systems planning. This includes appropriate tracking and reporting of customer requests and responses, as well as hardware and software performance and reliability.

Develop computer acquisition and replacement program that is compatible with the District's long range personal computer strategy and coordinate with the division's budget preparation process.

Direct the technicians and specialists responsible for personal computer installation, and repairs. Support and oversee the daily operations of the Technical Services Area Unit.

Direct the specialists, temporary personnel and student workers assigned to support computer labs and oversee the daily operation of designated computer lab facilities.

Research available products and systems and recommend alternatives to meet identified needs.

Participate in needs assessments and evaluate potential purchases for compatibility with existing systems.

Assist in the development of user documentation, guides, outlines, and technical publications.

JOB QUALIFICATIONS:
Education and Experience:
Any combination of experience and education that is the equivalent to an Associate degree in a related field and four years of increasingly responsible experience in support center management, microcomputer installations and repairs and supporting computer laboratories;

Experience with implementation and administration of client server/configurations and with Local Area Network and Wide Area Network architecture and implementation, including associated activities is preferred. Supervisory or lead capacity experience is desirable.

OTHER QUALIFICATIONS:
Knowledge/Areas of Expertise:
Information technology hardware, software, and related systems in an enterprise environment
Educational technology, multimedia environments and delivery systems
Help Desk/Call Center operations and administration
System utilities, features, installation, maintenance procedures and diagnostic techniques
Facilities design and electrical systems integration
Concepts, practices and procedures of supervision and leadership
Data communications processes and network design
Database management
Network security configuration, tools and hardware

Abilities/Skills:
Demonstrate interpersonal and communication skills in working with users to interpret and provide appropriate solutions.
Establish departmental priorities, policies and procedures.
Maintain materials, budgets, inventory and technical references.
Develop and maintain cooperative working relationships with others.
Develop plans and budget for support services responsibilities.
Plan, organize and direct the work of others.
Communicate effectively, orally and in writing to assimilate and understand information in a manner consistent with the essential job functions.
Make sound decisions in a manner consistent with the essential job functions.
Lift and carry up to 25 pounds.

Licenses or Other Requirements:
Valid California driver's license

WORKING CONDITIONS:

May be required to drive to offsite locations.
Extensive computer work.
Use hands, wrists and fingers to operate various office machines.
Interact with a variety of individuals.
Move from one work area to another.

* Previous employment performed in a different public retirement system may allow eligibility to
  continue in the same retirement system.