

## **INSTRUCTIONAL TECHNOLOGY SERVICE MANAGER**

### **DESCRIPTION OF BASIC FUNCTIONS:**

Under the direction of the Director of Information Services, the Instructional Technology Service Manager will both supervise and participate in the planning, implementing, support and management of technology services and equipment in the district.

### **ESSENTIAL FUNCTIONS:**

- Communicate with Director of Information Services on any potential issues that would affect 100% uptime of district systems, completion of projects within specified deadlines, or prevention of user requests from being resolved in a timely manner
- Maintain and Develop Customer Service Reports (CSRs)
- Give verbal and/or written explanation for any service calls that are not resolved within 3 WORKING days in age on the 3<sup>rd</sup> WORKING day of the request being in the system
- Serve as Tier 2 Support for service call escalation
- Act as main technical support for District Office Administration and Site Principals
- Resolve user support requests that exceed Tier 1 support capabilities
- Maintain an excellent level of cooperation and service-oriented attitude in communication and resolution of service calls with all users
- Learn new district software as adopted to be able to troubleshoot service calls related to user usage of new software
- Uphold and enforce district standards and protocols in support of district computers and user base
- Follow district software licensing policy, enforce district acceptable use of technology policy and maintain district IT standard of service
- Maintain and increase district documentation of network systems, procedures and develop user instructions
- Perform user training when applicable
- Assist in routine maintenance and installation of network devices and servers
- Coordinate audio visual, telecommunication, workstation and mobile device installation, maintenance and deployment
- Inventory and discard materials according to district standard procedures
- Receive, assemble and test new equipment
- Work with curriculum staff to implement technology pilots and rollouts
- Act as liaison between Curriculum and IT departments in coordinating execution of the district technology plan
- Maintain accurate inventory of IT and Curriculum software and hardware
- Oversee the performance of duties related to Tier 1 technical support
- Other duties as assigned by management.

### **EMPLOYMENT STANDARDS:**

- Ability to meet physical requirements necessary to safely and effectively perform required duties
- Ability to type at a rate of forty five (45) words per minute
- Ability to follow oral and written directions
- Ability to get along with co-workers and deal with the general public tactfully and courteously
- Ability to work independently
- Possess a valid and appropriate California State Driver's license
- Ability to operate, repair, and maintain the District's technology equipment
- Ability to establish and maintain an effective working relationship with adults
- Ability to multi-task, organize projects and work independently

- Ability to participate as a team member with groups and individuals in the implementation of District-wide and site-specific uses of technology

**SKILL / KNOWLEDGE REQUIREMENTS:**

- District policies and procedures as they apply to installation, service and technical troubleshooting
- A variety of technology systems; network, server, desktop, mobile devices, and experience with industry development of technology products in these areas
- Network and Internet practices and standards including WAN, LAN routing and switching functionality
- Design and specifications required in developing plans for use of technology district-wide
- Install, troubleshoot, upgrade and dispose of computer hardware and software according to district procedures
- High level of self-motivation and initiative
- Accept change with a positive attitude and be flexible to multiple project demands
- Knowledge of Windows, Mac, Linux based system troubleshooting
- Experience in creating automation for computer programs
- Experience with Microsoft SQL, MySQL and other relational database software

**PHYSICAL FUNCTIONS:**

**Ability to:**

- Sit and stand for extended periods of time
- Reach in all directions
- Lift and carry forty (40) pounds
- Bend, twist, kneel and stoop
- Write legible reports
- Read notes, memos and printed material
- Speak clearly and effectively

**EXPERIENCE:**

Successful completion of AA/AS Degree in computer technology or closely related field. At least five years of progressively responsible related work experience in providing technical support and/or customer service support in the management of technology systems, especially repair and maintenance may serve as substitute for formal education / certification.

**WORK YEAR:**

The work year is two hundred sixty (260) days less paid holidays and earned vacation

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, sex (pregnancy or gender), sexual orientation, marital status, national origin (including language use restrictions), ancestry, disability (mental and physical, including HIV and AIDS), age (40 and above), medical condition (cancer/genetic characteristics), denial of family and medical care leave, or denial of pregnancy disability leave or reasonable accommodation. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization is a Drug and Tobacco-Free Workplace.

This organization requires a successful candidate to provide employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.