



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Technology Support Manager
SCHOOL/DEPARTMENT	Technology
SALARY	Salary Grade 76 plus supplement
FLSA STATUS	Exempt
REPORTS TO	Chief Technology Officer
SUPERVISES	None
WORK WEEK SCHEDULE	Monday – Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

The Technology Support Manager provides supervisory oversight of the technicians servicing schools' technology needs. This individual assigns work assignments to Tech 1 Technicians, oversees the quality and volume of their work, ensures they are adhering to best practices for troubleshooting while maintaining excellent customer service for staff, faculty and students. This individual ensures the workflow and standard quality levels are met with respect to all projects.

The Technology Support Manager maintains a comprehensive set of troubleshooting and maintenance practices, mentoring technicians to ensure they are following best practices. These practices include, but are not limited to: end device care, maintenance and troubleshooting; network device troubleshooting; classroom technology care, maintenance and troubleshooting; AV support, operation and troubleshooting; as well as general principals of maintaining an enterprise level technology infrastructure. The Technology Support Manager is involved in reviewing and participating in technology projects, including performance evaluation and selection of hardware and software components. This individual also serves as a vendor liaison for products and services used or under consideration within the District.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to manage a staff of technicians, including hiring, training, supervision, escalation, communication and discipline
- Ability to research troubleshooting practices and adapt best practices to the organization's body of knowledge
- Experience in a metrics-driven organization and the ability to align metrics goals to customer experiences
- Considerable knowledge of computer hardware and common software applications.
- Considerable knowledge of common computer operating systems.
- Considerable knowledge of networking hardware and software applications, capabilities and limitations, service requirements and associated costs.
- Considerable knowledge of cabling infrastructure and electronic components required for networking.
- General knowledge of software copying rights of the school system.
- Considerable knowledge of the school system's technology plan, development methodology and development standards.
- General knowledge of the techniques used in system analysis and design.
- General knowledge of the current literature, trends and developments in the field of technology and networking.
- Ability to install and setup software packages that meet the needs of users.
- Ability to perform initial installations or upgrades of computer hardware.
- Ability to configure network servers, networking software and required electronic components.
- Ability to perform initial installations or upgrades of computer hardware.
- Ability to troubleshoot problems with network hardware and software.
- Ability to evaluate software applications and to make recommendations for improvement.
- Ability to train users on the use of equipment and various programs.
- Ability to maintain complete and accurate records.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

EDUCATION, TRAINING, AND EXPERIENCE

- Associate's degree or higher from an accredited institution or technical school in computer science, computer technology or equivalent experience
- Management and integration of Operating Systems in an Active Directory domain
- Any equivalent combination of training and experience that provides the required knowledge, skills and abilities

CERTIFICATION AND LICENSE REQUIREMENTS

- Microsoft MCSA certification
- Must possess a valid driver's license issued by the NC Department of Motor Vehicles

PREFERRED QUALIFICATIONS:

- Bachelor's Degree or higher from an accredited institution in computer science, computer technology, media, or business administration

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage technicians to ensure customer service goals are met or exceeded.
2. Serve as lead worker and ensure proper procedures are implemented with respect to subordinate employees performing various technical and networking projects
3. Works in conjunction with the Network Manager and Sr. Network Analyst to plan, install and maintain local area networks, networking software, workstations, printers and other peripheral devices
4. Receives installation needs and request for computer hardware, software and networking at school and central office sites; respond to request and schedules implementation if approved
5. Troubleshoots hardware, software and networking problems, determines cause of error or stoppage, and applies corrective techniques in cases where problems can be corrected; corrections may include, but not be limited to, repairing faulty equipment or upgrading out of date systems
6. Works with staff and contractors to install necessary infrastructure to support access to networks
7. Reviews and test computer hardware and software and makes recommendations concerning acquisitions ensuring hardware compatibility
8. Provides onsite assistance to users
9. Oversee the troubleshooting and support of school intercom systems
10. Perform additional duties as assigned by the Chief Technology Officer

WORKING CONDITIONS	
PHYSICAL DEMANDS	Work is considered light physical work requiring the exertion of up to 20 pounds of force.
WORK ENVIRONMENT	Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public.
ACKNOWLEDGEMENTS	
The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations	
<i>Reviewed by: Employee's Signature</i>	<i>Date</i>
<i>Approval by: Supervisor's Signature</i>	<i>Date</i>
The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations.	

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*