LODI UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SUPPORT SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director III, Technology Services, the Technology Support Supervisor is responsible for overseeing the team of support staff who provides customer service and/or technical assistance to the District's employees. Their primary role is to ensure that the team delivers high-quality support, meets performance goals, and maintains customer satisfaction.

REPRESENTATIVE DUTIES:

Organize, manage, and monitor the operations of the support desk unit; confer with all support personnel staff to identify needs, successes, shortcomings, and plans for resolutions and improvements. *E*

Develop, evaluate, and oversee the support interactions (calls, emails, and chats) for quality assurance providing feedback to ensure consistent and high-quality service. *E*

Develop and implement strategies to improve customer satisfaction and support efficiency. E

Select, procure, and train staff with appropriate diagnostic and repair tools for department personnel. *E*

Conduct and manage short and long term projects as assigned. *E*

Act as the point of contact for escalated customer issues, working to resolve them in a timely and satisfactory manner and collaborate with other departments to solve complex customer issues when necessary. *E*

Create and supervise the operation of information safeguarding procedures and keep current on laws related to technology. *E*

Establish and monitor the support desk which provides technical support for all IT approved hardware and software. E

Organize, manage, monitor the operations of the technology procurement process in the warehouse. Confer with staff to identify needs, successes, shortcomings, and plans for resolutions and improvements. *E*

Prepares requirements, definition, system schematics, and programs as needed for schools and departments. *E*

Acts as primary contact with outside vendors in meeting all support needs. *E*

Assist in the development of district technology user groups. *E*

Participate in and advise district technology advisory groups responsible for planning. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles of supervision
Functions of support desk operation
Functions of procurement operations
Computer systems training techniques
Interpersonal skills using tact, patience and courtesy

ABILITY TO:
Work in a high-paced environment with multiple competing priorities
Analyze and resolve technical problems
Oversee team budget
Pro-actively create safeguards for information integrity
Meet with computer users to determine the best fit between computer hardware/software and the end-users' needs
Meet schedules and time lines
Work effectively with others in a team atmosphere
Drive a vehicle to conduct District business
Supervise and evaluate assigned staff

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and three years experience in managing the installation of computer system hardware and software, the creation and maintenance of a highly customer-oriented support desk, and in setting up and enforcing data-integrity standards for central computer systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; may require driving own vehicle.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard
Sitting for extended periods of time
Lifting, carrying, pushing or pulling moderately heavy computer equipment

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