

## Job Description

**Job Title:** Supervisor I Technical Support  
**Position Code:** 1E17, AE17  
**Job Classification:** Exempt

**Supervisor:** Supervisor II, Technology  
**Pay Grade:** 44  
**Contract Length:** 245 Days

### Job Summary

Position is responsible for developing, organizing, supervising, and monitoring the school division's technical support operations and staff involved in the distribution, installation, repair, troubleshooting, and maintenance of computer hardware, software, and related equipment. Position establishes and interprets policies and operating procedures; evaluates technical support operations; develops a training program for technical support staff; prepares budgeting and cost analyses; and supervises Technical Support Leads.

### Essential Duties

1. Develops and administers the division's technical support functions ensuring effective and efficient services in the distribution, installation, repair, troubleshooting, and maintenance of computer hardware, software, and related equipment.
2. Develops and interprets policies and operating procedures for the school division's technical support staff.
3. Consults with building principals and department heads to coordinate technical support functions and determine needs.
4. Directs and/or conducts division wide audits and inspections of schools and facilities to observe activities and identify/review technical operations; and recommends changes as necessary.
5. Plans systems implementation projects throughout the school division; and provides overall coordination and project direction on major technical acquisitions, implementations, and conversion efforts.
6. Ensures effective coordination between site-based and centralized technical support activities.
7. Develops and administers an in-service training program for technical support staff and collaborates with the division's Computer Training Coordinator to provide technical training to administrative/office staff.
8. Prepares budgeting and cost analyses of technical support operations and equipment.
9. Supervises Technical Support Leads ; and evaluates, plans, and directs the work of the technical support team.
10. Assists the human resources department with screening, interviewing, and recommending qualified candidates for technical vacancies.
11. Evaluates technical support functions on a continuing basis; identifies new methods, practices, and equipment; and recommends the implementation/purchase of such.
12. Serves on committees and participates in meetings regarding long and short term technology planning.
13. Responsible for inventory management of all computing systems and peripherals; maintains records and prepares necessary statistics and reports related to the division's overall technical support operations.
14. Responds to emergency calls for service and provides "hands-on" repair for the most technically challenging computer problems.
15. Models nondiscriminatory practices in all activities.

### Other Duties

1. Maintains a current knowledge of rapidly changing computer technology.
2. Performs any other related duties as assigned by the Supervisor of Operations or other appropriate administrator.

### Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

**Minimum Qualifications (Knowledge, Skills and/or Abilities Required)**

Must possess a Bachelor’s degree in computer science or a related field and extensive related computer and network support experience to include experience in a supervisory capacity; or any equivalent combination of education and experience that would provide the noted knowledge, skills, and abilities. Must possess a comprehensive knowledge of the principles, practices, and current issues involved with planning and supervising technical support initiatives. Must possess extensive technical skills/knowledge of hardware/software systems within Microsoft Windows /2000/XP and Macintosh environments. Must possess a working technical knowledge of Ethernet networks, 802.1A/B/G Wireless networks, Microsoft-based servers, Large Sscale Enterprise Management Software (software deployment, software tracking, etc) and Enterprise Management Workorder Systems. Must possess a demonstrated ability to plan and administer technical support services for a large-sized organization. Must possess excellent supervisory skills and the ability to manage a technical support team. Must possess excellent organizational and communication skills. Must possess the ability to establish and maintain effective working relationships with technology staff, administrators, and school personnel.

**Working Conditions & Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment.

**Supervision Exercised:** Assigned Staff

**Supervision Received:** Supervisor of Operations

*This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor I, Technical Support will be required to follow any other instructions and to perform any other related duties as assigned by the Director I, Technology or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**I acknowledge that I have received and read this job description.**

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date