NEWPORT NEWS PUBLIC SCHOOLS

Job Description

Job Title: Supervisor of Technology Support Services   **Supervisor:** Executive Director of Technology
                                                                 Pay Grade: 46

Job Classification: Exempt   **Contract Length**: 245 Days

Job Summary
The position is directly responsible for the support and management of the district-wide 1-to-1 device program. Direct responsibilities include but are not limited to implementation, maintenance, administration, supervision, and project management of the school division's student 1-to-1 device program, client computing, mobile devices, printing and related equipment support operations. The position will develop and maintain operating procedures; evaluates system operations; and develops a training program for assigned staff. Position provides project leadership and quality assurance for significant technology initiatives. Responsibilities include establishing priorities, specifications, and approaches, organizing, staffing, and scheduling, working with others to complete the project, and monitoring progress to remain within budget and time constraints. The position regularly confers with internal and external departmental system programmers, system analysts, network and system administrators, and functional managers regarding current and prospective system changes, and future needs.

Essential Duties
1. Develop and manage a robust 1 -to-1 device program inclusive of inventory and budgetary implications.
2. Coordinates and partners with division leadership to provide communicate technical plans that impact schools.
3. Maintains a broad knowledge of state-of-the-art technology, equipment and/or systems, including information security and data governance best practices.
4. Position interprets and enforces policies and operating procedures as it relates to computing and mobile device management.
5. Develops appropriate training program for assigned staff.
6. Manages and administers all client computing and mobile device support functions ensuring effective and efficient services in the distribution, installation, repair, troubleshooting, and maintenance of computer hardware, software, and related equipment.
7. Provides project implementation and quality assurance for significant technology initiatives. Responsibilities may include organizing, staffing, and scheduling, working with others to complete projects, and monitoring progress to remain within budget and time constraints.
8. Regularly confers with internal and external departmental system programmers, system analysts, network, infrastructure staff, system administrators, and functional managers regarding current and prospective systems changes and future needs.
9. Conducts division-wide inventory audits and inspections of all division-owned technology devices.
10. Manages an efficient and effective system for distribution, installing, repairing, diagnosing, and maintaining computer hardware, software, and equipment for the divisions computing environment.
11. Prepares and presents status reports, service level benchmarks, key performance indicators, and operational metrics for client computing systems and mobile devices.
12. Utilizes and ensures assigned staff use of appropriate safety equipment in the performance of duties.
13. Travels to and from schools/work sites in the performance of duties.
14. Conforms to all departmental procedures and policies.
15. Models nondiscriminatory practices in all activities.
16. Tracks and assigns work in the help desk system.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties
1. Performs any other related duties as assigned by the Executive Director of Technology, or assigned delegate.

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 significant experience in large team leadership and supervision, computer and network support; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills, and abilities to perform the essential duties. Must possess a comprehensive knowledge of the principles and practices with planning and supervising technical support initiatives and be able to demonstrate experience in managing a Microsoft Windows Client computing environment. Must possess a working technical knowledge of Microsoft servers, TCI/IP Ethernet networking and protocols. Experience in writing system documentation, system specifications, system requirements, project plans, presentations, correspondence, studies, reports, and training materials. Must possess the ability to establish and maintain effective working relationships with departmental peers, departmental technicians and specialist, and all customers served. Must have the ability to direct the efforts and evaluate the work of assigned staff. Must have the ability to effectively explain complex technical concepts to both technical and non-technical personnel. Must possess a valid Virginia driver's license with a good driving record.

Working Conditions and 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.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

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, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Assigned Staff
Supervision Received: Executive Director of Technology

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor of Technology Support Services will be required to follow any other instructions and to perform any other related duties as assigned by the Executive Director of 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:

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Supervisor   Date

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

Employee Name (Print)	Signature	Date