



BERKELEY UNIFIED SCHOOL DISTRICT
Human Resources Department

**CLASSIFICATION AND
 POSITION DESCRIPTION**

TITLE:	Technology Services Supervisor	REPORTS TO:	Assigned Supervisor
DEPARTMENT/SCHOOL:	Technology Department	CLASSIFICATION:	Classified Management
FAIR LABOR STANDARDS ACT CLASSIFICATION:	Exempt	WORK YEAR: HOURS:	12 months/Calendar 2000 8 hours per day or duty days/hours as assigned
APPROVED: Board Commission	06/24/15 07/02/15	SALARY GRADE:	Schedule: 54 Range: 74

BASIC FUNCTION:

Under minimum supervision, manage a group of site technicians who support end-users at school sites. Perform analytical, highly-complex tasks in support of the District's technology functions; provide leadership and direction to users and maintenance to various district systems hardware and software applications; assist in the creation of end-user computing policies, procedures and standards; ensure that technology services are delivered with excellent customer service.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Work with assigned supervisor to plan, organize, control and direct the day-to-day operations of school site technology in the areas of education and administrative technology, network support, applications management, customer support workflow monitoring, and productivity assessment
- Perform analytical, highly-complex tasks in support of District's technology functions and strategic goals and objectives
- Provide technical leadership in developing and choosing appropriate and innovative technology
- Review and document technology standards, policies, operations and user manuals for software applications for dissemination to site staff
- Develop and implement practices and procedures working closely with site technicians
- Create communication standards to ensure that school and district staff know and understand practices and procedures
- Coordinate with the Educational Services Department leadership to ensure that Technology Department services support the educational program and successful student outcomes
- Interview and select employees; recommend transfers, reassignment, and disciplinary action; assign employee duties and review work for accuracy, completeness and compliance with established requirements; conduct staff meetings, observations and training; assure proper coverage for absent staff

- Supervise, provide professional development and evaluate the performance of assigned personnel.
- Attend professional development workshops, training sessions, and professional association meetings and conferences related to information technology to stay current with state-of-the-art methods and practices
- Assist in the design and planning of future technology projects and recommend courses of action
- Assist in the development and maintenance the technology plan
- Work with site and district staff to maintain inventory of technology equipment; maintain records and logs related to assigned activities
- Develop, implement and maintain a program for recycling obsolete technology equipment
- Perform general technology maintenance activities as needed
- Remain on-call and respond to emergency situations promptly
- Ensure that technology services are delivered with excellent customer service

OTHER DUTIES:

Perform related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of supervision and training

Principles and practices of installing and maintaining LAN, Windows and other assigned servers and workstations

Computer hardware systems and software applications utilized by the District

Materials, methods and tools used in the operation and repair of computer and network systems

Technical aspects related to the field of specialty

Record-keeping techniques

Oral and written communication skills

Interpersonal skill using tact, patience and courtesy

Laws, rules and regulations related to assigned activities

Proper methods of storing equipment, materials and supplies

Inventory methods and practices

ABILITY TO:

Oversee and plan technology service functions related to scope of the position

Perform skilled work in the repair, maintenance and installation of a variety of PC and Macintosh computerized equipment and peripherals

Provide technical assistance to computer systems users

Install, maintain and repair LAN, Windows, Apple, and other servers and workstations

Troubleshoot and repair basic system malfunctions and maintain system operation

Develop effective training presentations as directed

- Train and evaluate the performance of assigned personnel
- Research, analyze and recommend new system software and hardware
- Make routine equipment adjustments and perform routine maintenance
- Communicate effectively both orally and in writing
- Maintain records and prepare reports
- Prioritize and schedule work
- Work cooperatively with others
- Plan and organize work with minimal supervision
- Operate a vehicle to conduct work

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree or equivalent college-level course-work in computer science, information technology or related field; five years of experience in the installation, maintenance and repair of computer and network systems, servers, peripherals and related equipment; experience in a school district preferred

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license, use of personal vehicle, and proof of insurance

WORKING CONDITIONS:

ENVIRONMENT:

- Indoor environment
- Driving a vehicle to conduct work
- Evening or variable hours

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate hand tools, computer keyboards and other assigned equipment
- Reaching overhead, above the shoulders and horizontally
- Climbing ladders to reach ceiling cables
- Sitting or standing for extended periods of time
- Lifting, carrying, pushing or pulling objects weighing as much as 50 pounds
- Bending at the waist, kneeling or crouching
- Seeing to perform computer repair duties
- Mental acuity to perform functions successfully

OCCUPATIONAL HAZARDS:

- Occasional working at heights
- Risk of electrical shock