



# Park Hill School District

Building Successful Futures • Each Student • Every Day

## Position Description

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**POSITION TITLE:** Manager – Technology Support Services

**F.L.S.A.** Exempt

**QUALIFICATIONS:**

- Strong leadership ability.
- Demonstrated customer service experience required.
- Excellent interpersonal skills including oral and written communication
- Strong project management skills, including the ability to handle multiple incidents simultaneously while adapting to constantly changing requirements
- At least 3 years of managerial experience required.
- At least 3 years of increasingly responsible experience in providing technical customer service.
- Bachelor's degree with a technology focus or business administration preferred.
- Knowledge of ITIL processes and Service Management tools is preferred but not required
- Experience with large-scale computer deployments and automated software deployment technologies.

**REPORTS TO:** Director of Technology

**TERMS OF EMPLOYMENT:** Twelve month with benefits provided according to Support Staff Agreement.

**PERFORMANCE RESPONSIBILITIES:**

- Coordinates and supervises high quality technical customer support to all district users. Ensures excellent communication and follow through between the Helpdesk and Computer Support Technicians.
- Facilitates and coordinates interaction between staff and other technology teams.
- Maintains excellent communication and collaboration with all stakeholders.
- Mentors and coaches staff to ensure job expectations are met.
- Maintains team effectiveness and efficiency by defining, delivering, and supporting policies and procedures.

## Technology Support Manager (continued)

- Oversees incidents and problems, communicating information with end users as appropriate. Ensures rapid and responsible attention to incidents and problems and uses feedback from clients to continually improve systems.
- Monitors software versions of operating systems and standard applications. Recommends upgrades as appropriate.
- Plans, coordinates and leads projects within the team.
- Ensures timely delivery and quality installation of hardware/software.
- Effectively plans and coordinates large desktop and laptop computer rollouts.
- Directs the technical support/process documentation, preparation and distribution. Identifies needs for technical documentation.
- Supervises and evaluates assigned staff members; plans and delegates work; provides for training and guidance to employees.

### **OTHER PERFORMANCE RESPONSIBILITIES:**

- Communicate effectively with staff and students regarding maintenance of technology.
- Coordinate with various groups to identify needs and possible process improvements.
- Participates in the technology leadership team; collaborates with other teams to maintain effective effort.
- Implements the technology plans, policies and procedures of the District as it affects computer support. Continually reviews results and implement process improvements accordingly.
- Responsible for asset management of the end-user technology hardware.
- Communicates regularly with users to monitor effectiveness of support.
- Maintains current knowledge of technology software and hardware.
- Conduct training as necessary for staff in the proper use of technology equipment.
- Research and implement preventative maintenance procedures for district technology services.
- Lead special technology projects as required.
- Attend training as required by administration.
- Other duties as assigned.