

COTATI-ROHNERT PARK UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

POSITION

Technical Support Manager

DEFINITION OF POSITION

Under the direction of the Director of Technology Services, the Technical Support Manager will provide hardware, software, and network support to users of computer information systems and resources. This position serves as the primary manager of the Helpdesk work order system and its functions. The Technical Support Manager will research solutions and/or assign work orders to all appropriate Technology Services team members. As needed, the Technical Support Manager may oversee Technology Department projects and act in a “lead” capacity in the execution of these projects. In addition, the Technical Support Manager may conduct Technology Department operational audits/analysis of networks, servers, operating systems, VoIP/telephone/voice systems, and enterprise/non-enterprise software applications.

EXAMPLES OF DUTIES

- Evaluate, determine priority, and assign all incoming Technology Services work orders to the appropriate department; helpdesk, technical support, network administration, systems administration, or application support
- Act as a project management lead throughout all phases of technology project timelines including assessment, planning, implementation, and maintenance
- Maintain an up-to-date support portal including, services and products offered, district wide Technology Services notifications, report requests, work order escalation, asset management, and data cleanup
- Provide timely support to students, teachers, and staff via telephone, chat, email, remote access, and on-site support
- Assists with management of user accounts, mailboxes, user folders, permissions, and network group policies
- As needed, act as a member of the on-site technical support team when preparing and deploying computers, and upgrading and enhancing servers or network devices.
- This position is responsible for ensuring that support documentation is kept up-to-date
- Resolve or escalate any audit violations
- Perform other duties and functions as assigned

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Troubleshooting and diagnostic techniques for identifying and resolving complex technology issues
- English usage, spelling, vocabulary, grammar, and punctuation
- Word processing, spreadsheet, presentation, and database computer programs
- macOS and Microsoft Windows
- iOS and Chrome OS
- Windows Server – including Active Directory, DHCP, DNS, file services
- Google Workspace and Office365
- Projectors, TVs, and Apple TV
- Networked printers and copiers
- Cisco VOIP Phone Systems
- Cisco/Meraki Network Switches, Routers, and wireless
- JAMF/SCCM Administration

Ability to:

- Communicate technical problems and solutions to non-technical people and information in a timely manner to all levels of the organization
- Communicate effectively with other districts, outside agencies, and vendors
- Deal effectively with a wide variety of personalities and situations requiring diplomacy, friendliness, and firmness
- Understand a sense of urgency with particular tasks
- Multitask and manage changing priorities from multiple sources
- Constructively review internal and external processes for efficiency and accuracy improvements
- Work with numerous interruptions

EXPERIENCE/EDUCATION

- Equivalent to the completion of the requirements for an Associate's Degree with a major emphasis in Computer Information Systems, Information Technology, or equivalent experience
- 5+ years' experience in information technology including 3 or more years involving hardware, software and end-user support
- One or more certifications desired: A+, Network+, ACMT, MCSA, MCSE, ITIL, or equivalent
- 1+ years' experience supporting a multi-site K-12 educational environment desired

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- 3+ years' experience delivering helpdesk support to a multi-site organization
- Experience supporting Windows Systems in a Microsoft Active Directory Environment
- Experience supporting macOS devices in a Windows Domain Environment
- Experience as a member of a high volume IT team
- Experience with one or more Helpdesk Ticketing solutions
- Enterprise desktop management via Microsoft SCCM (desired, but not required)
- VMware virtual machines and VDI (desired, but not required)
- Cisco and/or Meraki experience (desired, but not required)
- SQL and SQL Server Queries (desired, but not required)
- Technical writing and documentation skills (desired, but not required)

PHYSICAL ABILITIES

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may occasionally encounter outside weather conditions, walking on uneven ground when outdoors; exposure to student illness, injuries, infections and bodily fluids. May be required to maneuver into awkward positions. The noise level in the work environment is usually moderate.

Sitting: Occasionally

Standing/walking: Frequently

Waist bending: Occasionally to frequently

Neck bending: Occasionally to frequently

Squatting: Frequently

Climbing: Occasionally

Kneeling: Occasionally

Crawling: Occasionally

Neck twisting: Occasionally to frequently

Waist twisting: Occasionally

Pushing/pulling: Occasionally – up to 150 lbs. at a time

Running: Rarely

Reaching:

Above shoulder: Frequently

Below shoulder: Frequently

Lifting/Carrying:

0-10 lbs: Frequently – weights carried 50 to 100 feet at a time

11-25 lbs: Occasionally – weights carried up to 100 feet at a time

26-50 lbs: Occasionally – weights carried from 10 to 100 feet at a time

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51+ lbs: Rarely

Hand Activities:

Repetitive hand use: Frequently

Simple grasping: Frequently

Power grasping: Frequently

Fine manipulation: Frequently

Hand and arm twisting/turning: Frequently

Computer operations/writing: Frequently

OTHER REQUIREMENTS

- Fingerprint clearance prior to employment
- TB clearance prior to employment
- Compliance with current health mandates
- Completion of mandated trainings
- Valid California Driver's License and the ability to drive to multiple locations throughout the day

BOT 2/20/2024