RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: TECHNOLOGY SERVICES SUPERVISOR (Range S-34)

BASIC FUNCTION:
The Technology Services Supervisor coordinates the work of Technology Services Analysts to deliver reliable computing and communications services throughout the District. The position supervises projects and workflow in such a way as to provide effective controls, respond to the needs of end users across the system, and to support the learning in classrooms.

REPRESENTATIVE DUTIES:
Train, supervise and evaluate staff; investigate grievances in assigned area; assist with screening and interviewing job applicants; review productions for accuracy; schedule the work of others

Communicate with various stakeholders to determine needs, to establish schedules and to resolve issues that arise in RUSD business and learning environments

Prepare and maintain operation manuals; compile notes, procedures and other information to include in the manuals

Secure machine maintenance with outside vendors, as needed

Participate in the development, maintenance, and publishing of standards for the District hardware and software

Evaluate new technologies and their potential use within the District, as requested

Review disaster recovery plans and backup procedures as they relate to data security and retention needs

Assist in the resolution of application and system problems that impact the District's business and learning networks

Review system design and implementation plans

Manage special projects, as requested

Present proposals for systems enhancement, improvement and/or replacement

Inform management of potential problems before they occur and communicate solutions

Fulfill departmental requirements by providing work coverage and administrative notification during periods of personal illness or vacation

Assist programming personnel in the testing and debugging processes

Perform responsibilities according to district policies, regulations, and procedures

Additional duties, as assigned

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Principles and practices of supervision and training
Interpersonal skills using tact, patience and courtesy
Methods of training and providing work direction and guidance
Methods of record-keeping and office practices and procedures
Network and computing hardware and software architectures
Principles of computer technology including operating systems and software applications utilized by District staff and students
Proper operation of the District's computers and peripheral equipment
District policies and standards relating to the responsible use of technology
Data security for workstations, servers, and networks

ABILITY TO:
Train, supervise and evaluate personnel
Establish and meet schedules and timelines on assigned projects
Organize workload for maximum efficiency, including the logging and reporting
Create schedules and time lines that assure timely completion of work orders
Analyze and correct computer systems operations problems and malfunctions
Write and review technical policies and standards
Read, analyze, and interpret general job-related periodicals, professional journals, technical procedures, or governmental regulations
Respond to inquiries or complaints from end users and other stakeholders

EDUCATION AND EXPERIENCE:
Bachelor's degree (B.A., B.S.) from a four-year college or university, ten (10) to twelve (12) years of technical support experience, or an equivalent combination of education and experience is required

A computer science, telecommunications or related degree is highly desired
In-depth knowledge in at least one of the District's key hardware and/or software systems is preferred

A minimum three years of experience supervising technical support staff and/or supporting end-users within an educational setting is preferred

Established August 2013

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license

WORKING CONDITIONS:
Environment:
Indoors with some travel to other District sites
Must provide own transportation to conduct work

Physical Abilities:
Seeing to perform activities
Hearing and speaking to exchange information
Lifting to move computer equipment
Dexterity of hands and fingers to operate a computer keyboard

Established August 2013