long
beach
unified
school
district

PERSONNEL COMMISSION

Class Code: 5166
Salary Range: 51 (M2)

ADMINISTRATOR, TECHNOLOGY SUPPORT SERVICES

JOB SUMMARY

Under administrative direction, plan, organize, control and administer the Information Services Help Desk, Computer Support, Network Support and district-wide Technology Project Management units; supervise and evaluate the performance of assigned staff; serve as a liaison to District administration regarding technology support services; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Plan, organize, control and administer the Information Services Help Desk, Computer Support, Network Support and district-wide Technology Projects units; assure compliance with applicable laws, codes, rules and regulations; maintain confidentiality of sensitive and privileged information. *E*
- Train and supervise the performance of staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; conduct staff meetings and in-service trainings. *E*
- Direct the activities of the Help Desk, Computer Support, and Network Support units (Tiers 1, 2, and 3); assure the resolution of issues and ongoing evaluation of customer satisfaction and problem resolution rates; review daily service tickets; recommend actions and escalations; troubleshoot a wide variety of network and computer support issues. *E*
- Assure proper levels of technical support for District end-users; communicate with administrators, District personnel and outside agencies to coordinate activities, resolve issues and exchange information. *E*
- Direct and oversee the maintenance and repair of computer hardware, software, networks and peripheral equipment; develop and implement practices and procedures to assure user needs are met and resolved in a timely manner; respond to after-hours emergencies as necessary. *E*
- Estimate and order materials, labor and equipment for District-wide technology support activities; prepare related reports regarding projects, open purchase orders, contracts and vendor resources. *E*
- Plan and administer technology projects District-wide; direct support activities and services for successful completion of projects; monitor the completion of project phases; advise administration of financial implications of projects and issues affecting completion. *E*

- Prepare and authorize E-rate proposals to obtain funding for projects; identify scope of proposed work; direct overall project plan to schedule work implementation; approve invoices for payment. *E*
- Prepare and negotiate contracts in conjunction with District contract management personnel for the purchase and delivery of technology equipment and services from vendors; review and evaluate products and the work of vendors. *E*
- Communicate with administrators, vendors, service providers and other outside organizations to coordinate activities and programs, schedule work, resolve issues and exchange information. *E*
- Develop and prepare preliminary budgets for assigned functions; analyze and review budgetary and financial data; authorize and control expenditures in accordance with established limitations. *E*
- Participate in developing the District's long-range technology support strategic plans; serve on assigned steering committees. *E*
- Prepare or direct the preparation and maintenance of a variety of narrative and statistical reports, records and files related to assigned activities; prepare data for a variety of reports. *E*
- Provide technical expertise and information to the Executive Director, Information and Technology Systems regarding assigned functions and participate in the formulation of policies, procedures and programs; advise the Executive Director of unusual trends or problems and recommend appropriate corrective action. *E*
- Attend and participate in a variety of meetings, workshops, conferences and trainings to maintain current knowledge of emerging technological trends; make presentations regarding Information Services support services objectives, plans and achievements. *E*
- Operate office equipment including a computer and assigned software; drive a vehicle to conduct work; respond to after-hours emergency calls. *E*

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

The Administrator, Technology Support Services is responsible for the planning, development and implementation of the District's technology and network support operations and activities. An incumbent in this classification manages and administers the activities of the Information Services Help Desk, Computer Support, Network Support and Project Management units with a focus on providing quality customer service to end users and fostering a culture of responsiveness to client needs. An incumbent participates in long-range planning of Information Services goals and objectives and devising measurements of achievement and effectiveness. An incumbent has ongoing working relationships with District administration regarding technology support, projects and strategic planning.

EMPLOYMENT STANDARDS

Knowledge of:

Planning, organizing, controlling and administering the District's technology support operations and activities.
Methods and techniques of developing business process models and determining best practices.
Computer languages, operating systems, hardware and software applications utilized by the District including Windows and Apple platforms.
Capabilities of network server systems such as Novell and Apple.
Common symptoms of malfunctions of network components.
Principles of administration, supervision and training.
General principles and practices of government purchasing and contract administration.
Strategic planning and project management techniques.
Public speaking techniques.
Operation of a computer and assigned software.
Applicable laws, codes, rules and regulations.
Budget preparation and control.
Record-keeping and report preparation techniques.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Technical aspects of field of specialty.

Ability to:

Plan, organize, control and administer the District's technology and network support operations and activities.
Serve as a technical resource and assure proper levels of technical support for end users.
Principles and practices of providing quality customer service.
Evaluate user needs and advise on appropriate hardware and software configurations.
Coordinate support activities and services for successful completion of projects.
Develop and implement long term strategic plans and project management standards.
Prepare and direct the preparation of a variety of comprehensive narrative and statistical reports.
Supervise and evaluate the performance of assigned personnel.
Analyze situations accurately and adopt an effective course of action.
Assure compliance with applicable laws, codes, rules and regulations.
Prepare and deliver oral presentations.
Develop and prepare preliminary budgets.
Monitor and control expenditures.
Maintain current knowledge of technological advances in the field.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Plan and organize work.

Operate a computer and assigned software.

Education and Training:

Bachelor's degree in computer science, information technology, management information systems or a related field.

Experience:

Five years of supervisory or management experience involving end-user technology support in a large organization with at least 30 servers. Experience in an educational environment is preferred.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

WORKING ENVIRONMENT

Offices and school sites.
Driving a vehicle to conduct work.
Occasional evening and variable hours.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting or standing for extended periods of time.
Hearing and speaking to exchange information in person and on the telephone.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must

demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 5/24/12