

KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISED/APPROVED NOVEMBER 2003
SALARY SCHEDULE: #85
RANGE: 20.00
TECHNICAL/SPECIALIST SERVICES SERIES
CLASSIFIED MANAGEMENT
CODE: 2,6,8

TECHNOLOGY SUPPORT OPERATIONS MANAGER

DEFINITION

Under supervision of the Administrator of Technical Support Services, the Technology Support Operations Manager is responsible for ensuring the continued, efficient operation of information technology resources owned or supported by the Kern county Superintendent of Schools Office (KCSOS).

The Operations Manager oversees the planning, development, and day-to-day operations of departments within the Division of Technology Support Services.

This includes working closely with Network Engineering and Property Management staff within KCSOS to plan and provide quality technical infrastructure.

In addition, the Technology Support Operations Manager exercises direct supervision of technology services for special events and presentations.

EXAMPLES OF DUTIES

Directly supervises the staff responsible for installation and operation of technology equipment for special events and presentations to ensure the successful execution of services in these circumstances;

assist network services staff in client software installations for Novell systems, as well as support terminal emulation software installations for HP 3000 data communications;

organize and schedule workshops and classes for management and clerical personnel on microcomputer applications including Novell Netware applications and connectivity, word processing, graphic and spreadsheet applications;

day-to-day management of User Support staff, including personnel planning, evaluation, and workload scheduling;

work with Property Management staff to organize major installations, plan equipment upgrades and staff relocations;

facilitate User Support staff on the evaluation of new equipment and software, as well as the development of purchasing proposals;

additional duties include installation of hardware and peripheral components, such as monitors, CD-ROMS, modems, keyboards, printers, disk drives, and network interface cards;

work with KCSOS engineering staff and external technical consultants to ensure effective technical support for large scale, high technology projects.

QUALIFICATIONS

Knowledge of:

Knowledge of advanced principles, practices and trends in networking technology, and of internet based systems issues and concepts;

Local area and wide area networking;

policies, regulations, and operational procedures relative to the acquisition and utilization of instructional materials;

must have current working knowledge of productivity software, web publishing, E-mail, database management and accessing the Internet on the microcomputer;

supervisory procedures.

Ability to:

Ability to organize, manage, and plan for a complex organization with a variety of critical responsibilities;

interface successfully with senior staff and event managers in pressure situations like presentations and special events;

provide on-the-job instruction in customer relations and project management techniques;

work with business office staff on service and equipment proposals and contracts;

supervise and evaluate assigned staff;

work effectively with customers of KCSOS on technical projects of substantial importance to the K-12 educational community within Kern County and the State of California.

Experience:

Minimum five years experience managing staff;

Minimum five years experience in project management;

experience with customer service and satisfaction;

in tracking and accountability programs;

organizing and managing ongoing services to clients.

Education:

High School Diploma and evidence of furthering education.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

This position is overtime exempt and has a probationary period of one year.

ST:rw

1/6/04

F:\TechSupportOprManager.doc