



Office of Human Resources and Equal Opportunity TEAMSTERS Job Classification

DISTRICT TECHNICAL SERVICES SUPERVISOR

SALARY GRADE: [C4-79](#)

DEFINITION:

Under the direction of the assigned Director, provide leadership and supervision for the technology operations and activities related to desktop computing, device management, multi-media and audio-visual services for the colleges and the District. Oversee the activities of the district archivist. Assure proper functioning of end point security systems and support services. Coordinate and support projects as assigned; develop solutions to best utilize the Districts staff and computing resources; train, supervise, and evaluate assigned personnel.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Oversee the technology operations and activities related to desktop computing and multi-media services for the colleges and the District.
2. Assure the reliable and efficient operation and management of computer workstations, servers, mobile devices, multi-media and audio-visual equipment in support of administrative and instructional programs.
3. Manage and oversee Bond funded computer and multimedia equipment refresh programs including the surplus of outgoing equipment.
4. Manage and oversee the engineering level of multimedia solutions design, implementation and support; special audio and video projects and events; development of training videos.
5. Manage and oversee the District Archivist activities.
6. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
7. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
8. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
9. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
10. Analyze user needs and develop solutions to best utilize the Districts staff and computing resources; make recommendations regarding the purchase of hardware or software as needed.

11. Coordinate and support multiple complex projects as assigned; oversee the work of various installation, maintenance and programming activities performed by assigned staff; assist in the research, planning, and formulating solutions for the use of technology in administrative and instructional settings, including the implementation of complex computer-based labs.
12. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
13. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities, orientations and in-services to review policies and procedures of the program, the College and changes on State regulations.
14. Supervise and evaluate the performance of assigned staff; assign, direct, and schedule work; interview and participate in selecting employees; adjust grievances, discipline, and terminate personnel according to established policies and procedures.
15. Prepare and manage Technical Support Services department budget.
16. Coordinate and direct employees involved in diagnosis, repair, configuration, installation, and maintenance of workstation systems, multi-media systems and audio-visual equipment; communicate with faculty, administrators, and staff on phases of audio-visual and workstation hardware and software purchases.
17. Evaluate and implement departmental policies and procedures.
18. Prepare and conduct meetings; attend meetings and participate on committees.
19. Communicate with and assist the management, college representatives, contractors and consultants regarding various technology security issues, desktop computer, audio visual and multi-media equipment issues.
20. Communicate with District administrators and staff to receive information, resolve issues, determine needs, provide technical assistance and discuss budgets, personnel matters, and safety and security.
21. Operate various computers, testing equipment and software, mechanical hand and power tools, and other related equipment; operate a vehicle to conduct work.
22. Create hardware, software, and procedural documentation, which includes installation, troubleshooting, training, and general support requirements in a workstation and server networked environment.
23. Research, meet with vendors, and evaluate equipment for use by the staff, faculty and the students.
24. Assist in the creation of desktop and network standards; monitor adherence to policies and standards.
25. Design reports, and analyze data for management status and reporting requirements.
26. Participate in the creation of the Department Strategic plan, Service Level Agreements; status reporting; serve on various committees which create procedures and standards for the utilization of technologies.
27. Create and update personal computer databases and spreadsheets for internal activities to include various projects, such as hardware inventory, training requests, training schedules, and others.
28. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Computer hardware systems, software applications and operating systems utilized by the District.
2. Technical aspects of computing, server and network management.
3. Principles and practices of workstations, hardware and software, multi-media and audio-visual equipment and diagnostics.
4. Principles and practices of supervision and training.
5. Budget preparation and control.
6. Oral and written communication skills.
7. Record keeping techniques.
8. Materials, methods, and tools used in the operation and repair of electronic systems.
9. Health and safety regulations and procedures.
10. Proper methods of storing equipment, materials, and supplies.
11. Operation and care of specialized equipment, including power tools and testing equipment.
12. Interpersonal skills using tact, patience, and courtesy.
13. Inventory methods and techniques.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide overall direction and guidance to the day-to-day operations, problem solving and decision-making regarding a large-scale and complex program.
3. Coordinate several programs simultaneously.
4. Implement program policies and guidelines.
5. Provide for program reporting and accountability.
6. Prepare comprehensive program reports and reviews.
7. Provide work direction and guidance to other program personnel.
8. Establish and monitor program budgets.
9. Interpret, apply and explain rules, regulations, policies and procedures.
10. Establish and maintain cooperative and effective working relationships with others.
11. Operate a computer and assigned office equipment.
12. Analyze situations accurately, exercise sound judgment and working independently, and adopt an effective course of action.
13. Meet schedules and time lines.
14. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in a related field
2. Five (5) years related work experience, two (2) of which be in a supervisory capacity in an information technology systems and end user computing environment.

Licenses

1. Possession of a valid class C California driver's license.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Will include travel to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

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