



TECHNICAL SERVICES SUPERVISOR

SALARY GRADE: [C4-62](#)

DEFINITION:

Under the direction of the assigned supervisor, plans, coordinates, and directs the technology support services of the workstation support and audio staff and day-to-day activities; trains, supervises, and evaluates assigned personnel.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

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

1. Plan, coordinate, and direct technology support services and day-to-day activities.
2. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
3. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
4. 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.
5. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
6. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
7. 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.
8. Prepare and manage Technical Support Services department budget.
9. Assure the reliable and efficient operation of all workstations and scheduling of audio-visual equipment in support of administrative and instructional programs.
10. Coordinate and schedule user requests with the Network Services Supervisor for computer, printer, and peripheral equipment network connections; assigns technical services and staff resources to assist the network services staff in the joint effort to connect equipment to ensure proper equipment network connections.
11. Provides computer remote access support to individuals as designed in the District standards created by the appropriate technology advisory committee.
12. Coordinate and direct employees involved in diagnosis, repair, configuration, installation, and maintenance or workstation systems and audio-visual equipment; communicate with faculty, administrators, and staff on phases of audio-visual and workstation hardware and software purchases.
13. Engage in personal education and training and staff development activities to maintain a high degree of technical competency to facilitate and maintain the proper selection and implementation of varied technologies.

14. Evaluate and implement departmental policies and procedures.
15. Prepare and conduct meetings; attend meetings and participate on committees.
16. 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.
17. Operate various computers, testing equipment and software, mechanical hand and power tools, and other related equipment; operate a vehicle to conduct work.
18. Perform special projects as needed; assist department personnel in completion of duties as necessary.
19. Create hardware, software, and procedural documentation, which includes installation, troubleshooting, training, and general support requirements in a workstation and server networked environment.
20. Interface with a variety of vendors to procure hardware, software, and services; manage maintenance vendors and their respective staff; and establish communication with vendors to assure accurate exchange of knowledge and information.
21. Assist in the creation of desktop and network standards; monitor adherence to policies and standards.
22. Assist in the administration of the call center software application and database, design reports, and analyze data for management status and reporting requirements.
23. Participate in the creation of the Department Strategic plan, status reporting; serve on various committees, which create procedures and standards for the utilization of technologies.
24. Create and update personal computer databases and spreadsheets for internal activities to include various projects, such as software inventory, hardware inventory, training requests, training schedules, and others.
25. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Principles and practices of supervision and training.
2. Budget preparation and control.
3. Computer hardware systems, software applications utilized by the District.
4. Operation of workstations, hardware and software, and audio-visual equipment applications and diagnostics.
5. Technical aspects of field of specialty.
6. Diagnostic techniques and procedures used in electronics repair.
7. Oral and written communication skills.
8. Record keeping techniques.
9. Materials, methods, and tools used in the operation and repair of electronic systems.
10. Health and safety regulations and procedures.
11. Proper methods of storing equipment, materials, and supplies.
12. Operation and care of specialized equipment, including power tools and testing equipment.
13. Interpersonal skills using tact, patience, and courtesy.
14. 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.
15. Plan and organize work.
16. Make public speaking presentations.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in a related field.
2. Five (5) years related work experience.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. May 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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