

## INFORMATION TECHNOLOGY SUPPORT MANAGER

Full-time, Management Position

Annual Salary Range B4, **\$79,292 –\$ 94,575**

POSITION Under general direction, manage desktop and academic computing support services, including the District Help Desk; provide support to the administrative and academic users of Information Services; work with faculty, staff and management to coordinate, manage and implement technical services for all District campuses, worksites, labs and offices; supervise technical workers who install and support desktop computing systems and components. Night and weekend work may be required; work assignment includes all District campuses and sites; location assignments other than District campuses and sites may be required.

SUPERVISION EXERCISED Exercise direct supervision over professional, technical and clerical staff.

### EXAMPLES OF DUTIES AND RESPONSIBILITIES

Manage the District Help Desk for desktop computing and communication services; prioritize, coordinate, assign and track service requests to assure fast and efficient resolution of problems; manage technical and user support services for client computer systems such as Windows, Macintosh, Unix/Linux, thin client systems and peripheral equipment; manage the relationship between Information Services and users to assure open and effective communication; serve on and provide leadership to various campus committees and attend staff meetings; establish standards for client and academic computing systems and ensure compliance with standards and applicable regulations; work with academic deans, faculty and technical staff to prepare computer labs and classrooms for instruction; manage hardware, software and media inventories; monitor software license compliance; manage equipment and software upgrades, installations and deployments District-wide; plan for project materials, labor, timelines and objectives; establish and coordinate interdepartmental procedures, policies and guidelines; manage asset procurement and tracking processes; develop, manage and track budgets; specify equipment standards and oversee volume purchases; evaluate vendor quotations and bids; develop procedures, structures, and contracts for support, maintenance, and security of systems; perform quality assurance at technical and procedural levels; train, motivate, schedule, monitor, evaluate and assign work to staff; plan, direct, and coordinate the work of staff; identify and resolve problems; manage databases in support of administrative and academic computing services; explore innovations and trends in technology for administrative and institutional applicability; prepare and present written and oral proposals and reports for management; keep accurate and complete business records and system documentation; develop and maintain constructive contact with vendors, state and local regulatory and contract offices, District staff, and counterparts in other Districts; facilitate and coordinate open communication between users and technical groups.

OTHER JOB RELATED DUTIES Perform other related duties and responsibilities as required.

### JOB RELATED AND ESSENTIAL QUALIFICATIONS

#### **Knowledge of:**

1. Principles of administration, supervision and training;
2. Principles of Project planning and management;
3. Principles of computer systems, network administration, and programming;
4. Principles, techniques and practices of computer programming, database management, and software support;
5. Techniques and tools for effective and efficient troubleshooting, testing, and performance monitoring;
6. Asset management principles and methods;

7. Principles and methods of Windows Server architecture (e.g., Active Directory, DNS, DHCP, etc.), Netware and Appleshare network technology, design, and administration;
8. Principles and methods of TCP/IP network technology, design, security, and administration, including the OSI model, domain name services, routing, sendmail, NFS, SMTP, UUCP, PPP, SLIP;
9. Network cabling and hardware, including hubs, repeaters, switches, bridges, routers, network interface cards, modems, multiplexers, terminal servers, print servers, CSU/DSUs, Codecs, and RMON or SNMP-compliant devices
10. Video conferencing protocols including, H-320, H-323, T-120;
11. Microcomputer operating systems MS DOS, OS-2, Windows 98/XP/2000, Apple OS 8/9/X, LINUX/UNIX and commonly used network protocols;
12. Specifications, installation, use and routine maintenance of classroom instructional equipment;
13. Managing equipment and resources for maximum availabilities;
14. Computer applications and tools appropriate to implement and operate multi-media instructional delivery systems;
15. Scheduling work priorities, reviewing and evaluating the work of assigned personnel and student assistants;

**Skills to:** Install, operate and support computing systems; communicate effectively with both technical and non-technical users on issues of computer usage and problem determination.

**Ability to:** Organize, prioritize, and track tasks, requests and projects effectively using appropriate charts, planning and database tools; train, supervise, and evaluate staff; instruct, write, and listen effectively; correctly interpret and resolve complex problems; establish and meet schedules and timelines; team building and effective meeting management; acquire and maintain current technological and regulatory knowledge; use appropriate and correct English grammar, spelling and punctuation; understand, carry out, and give oral and written instructions effectively; author and assemble professional documentation; maintain business records; perform accurate mathematical and algebraic calculations; establish and maintain productive and cooperative working relationships, maintain business communication; work productively and efficiently with minimal oversight; safely lift and move computing equipment and tools; be sensitive to and understand the diverse socioeconomic, cultural, disability, and ethnic backgrounds of community District staff and students; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**EXPERIENCE AND EDUCATION GUIDELINES** *Any combination of experience and education that would likely provide the required knowledge, and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:** Bachelor's degree with major course work in computer information systems and technologies, plus substantial continued education and training in the field.

**Experience:** Four (4) years professional experience directly supporting computing and communication systems and users in key technical, academic and administrative roles demonstrating progressively increasing duties and responsibilities that include those defined for the Desktop Services Manager. Experience in providing services and/or support in an academic setting is desirable.

**Special Requirements:** *Essential duties require the following physical abilities and work environment:* Ability to stand, walk, kneel, crouch, stoop, squat; exposure to electrical hazards; some ability to travel to different sites.

**License or Certificate:** Must possess and maintain throughout employment: 1) a valid California driver's license; and 2) a good driving record.