

## **BREAK FIX SUPERVISOR**

Non-Exempt

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### **General Definition of Work**

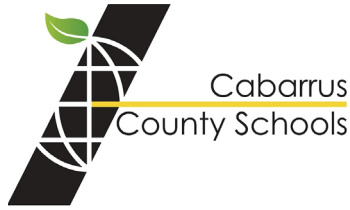
This position is a hands-on IT supervisor who is responsible for leading the Break/Fix IT team. You are responsible for supervising and scheduling the IT resources for various projects and technology incidents across the district. This position ensures their team is meeting expectations for delivering excellent customer service to our end users in a fast efficient manner. As an IT leader, this position solves complex IT issues that require unique analysis and troubleshooting.

### **Qualification Requirements**

- Bachelor's Degree in Computer Science or IT related field is preferred or combination of technical training and experience
- Minimum of 5 years IT-professional experience supporting IT systems and services
- 3 years of management experience
- Must have patience with working with users with no technical background
- Excellent customer service skills and helpful attitude
- Experience working in educational IT environment preferred
- Must be willing and able to take on-call shifts, after hours and weekends as needed, provide coverage for sites during technician absences
- Strong analytical problem-solving skills.
- Ability to thrive in an ambiguous and fast-paced IT environment and capable of motivating teams
- Experienced in making data-driven decisions.
- Established time management skills with the ability to direct multiple projects simultaneously, including scheduling resources and personnel.
- Excellent written and verbal communication skills with the ability to present complex technical information in a clear and concise manner to a variety of audiences

### **Knowledge, Skills, and Abilities**

- Advanced knowledge of electronic principles and fundamentals of electronics
- Advanced knowledge of computers and related technology devices.
- General knowledge of electronic devices that may be used in administration or school settings.
- Familiar with server management principles.
- Administration of cloud services, including user administration and SSO.
- Familiarity with network topology, troubleshooting and administration of both wired and wireless networks. Cable tracing experience required.
- General understanding of firewall administration and configuration.
- Familiarity with the operation and uses of standard test equipment.
- Must have an advanced working knowledge of Microsoft Office Applications, Windows and Apple operating system environment.
- Excellent verbal and written communication skills with emphasis in customer service, including experience handling difficult customers and conflict resolution.
- Ability to identify issues that impact end users and follow through on resolving problems.



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### **Salary**

Pay Grade 72

### **Reports to**

Technology Project Manager

### **Essential Functions**

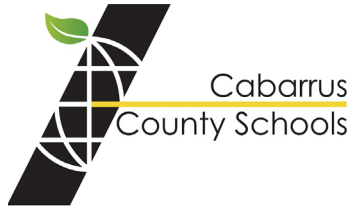
- Hire, train, direct, supervise, monitor, evaluate and lead IT team of Break/Fix Technicians
- Plan, organize, schedule, and supervise the day-to-day technical support activities, including troubleshooting, customer service issues, approvals, and installations.
- Measure, monitor, and maintain the team's ability to meet or exceed contact and help ticket or issue resolution.
- Develop and maintain guidelines, procedures, and processes.
- Oversee management of equipment and parts inventory.
- Create, manage, and support recognition and communication programs.
- Identifies, researches, and resolves technical problems as Tier II support for Break/Fix Technicians
- Work to promote excellence
- Experience working with network architecture and client server technology.
- Assist in planning, leading, and overseeing district wide projects
- Other duties and projects as assigned

### **Physical Requirements**

- Requires the frequent exertion of up to 50 pounds of force.
- Regularly requires standing, walking, speaking or hearing, using hands to finger, handle or feel, climbing or balancing and reaching with hands and arms.
- Frequently requires pushing or pulling and lifting.
- Occasionally requires sitting and stooping, kneeling, crouching or crawling.
- Requires ability to adjust focus, depth perception and color perception.
- Vocal communication is required for expressing or exchanging ideas by use of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Requires preparing and analyzing written or computer data.
- Requires visual inspection involving small defects and/or small parts. Requires use of measuring devices.
- May require assembly or fabrication of parts within arm's length.
- Must be able to operate machines, motor vehicles or equipment.
- Frequently requires working in high, precarious places.
- May be exposed to the risk of electrical shock.
- Occasionally requires exposure to fumes, airborne particles and/or to outdoor weather conditions. Work is generally in a moderately noisy location (e.g. business office, light traffic).

### **Special Requirements**

Valid NC Driver's License



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### **Disclaimer**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.