



## TECHNOLOGY SUPPORT SUPERVISOR

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### Position Summary

This position assists with the supervision and training of site-based Technology Support Specialist (TSS) staff. In collaboration with building principals, supervise all aspects of site-based TSS's work performance standards and expectations and assist with yearly evaluations. Provides technical input and support to complex matters, and assists with project implementation with TSS, building principals, and other staff.

### Supervisory Relationship

This position reports directly to the Technology Support Manager. The incumbent supervises building based TSSs and works closely with building administrators, Technology Department personnel and Instruction Department staff, other district staff as required.

### Essential Functions

1. Work with the Technology Support Manager to provide daily supervision of work performed by site-based TSS in K-12 schools.
2. Assists with efforts in creating, implementing and maintaining technical standards, policies, and procedures for the maintenance of technology in schools.
3. Assists with the installation, service, and maintenance of a variety of operating systems, computer platforms, peripherals (projects, SMARTBoards, document cameras), and software applications.
4. Assist with projects related to hardware, software or system equipment deployment.
5. Remain current with new and emerging technologies, strategies and technological directions impacting students, teachers, and K-12 schools.
6. Prepares documentation as assigned. Assists in the development of technical standards, policies, and procedures for use in support of District technology functions.
7. Complete assignments given by the Technology Support Manager.
8. Provides mentoring and/or training to building based TSS staff.
9. Work collaboratively with building principals to assist with TSSs performance expectations, standards, and evaluations.
10. Transport district equipment to other district locations.
11. Develop and maintain strong customer focus and relations with department leadership, building principals, and staff.
12. As needed, performs a wide range of technical work on Mac and PC computers, iPads, and other classroom technology.
13. Assists with the organization of building based TSS into an effective technical team, enhances all members' abilities, and gathers necessary resources to solve complex problems.
14. Assists with the management of the district device deployment and device management and related platforms.
15. Assists in hiring and onboarding new personnel.
16. Assists with the identification of systemic issues affecting staff and students, and facilitates a path to escalation.
17. Performs other duties as assigned.

## Required Knowledge, Skills and Abilities

1. Ability to prioritize work and anticipate unplanned events or needs.
2. Ability to work efficiently and effectively with limited supervision.
3. Ability to supervise, train and coach staff.
4. Ability to foster teamwork and positive work environment
5. Skilled in creating and delivering training.
6. Skilled at managing multiple and competing priorities.
7. Skilled in planning work assignments and directing small and larger projects.
8. Ability to maintain a positive demeanor in the face of controversial situations.
9. Ability to drive between district locations to both supervise staff and deliver devices.
10. Ability to effectively communicate both verbally and in writing.
11. Ability to work successfully with a diverse population of people from varied backgrounds, learning styles, ethnic and socio economic backgrounds.

## Minimum Qualifications

### Education

- Four-year degree in computer science, information systems, or related field.

### Experience

- Three (3) years of progressive experience in the responsible area of assignment.
- Experience in project planning and implementation.
- Experience with technology in teaching and learning, computer operating systems for both PC and Mac platforms (including central development of images) and interoperability of various technologies preferred.

Any equivalent combination of education and experience that provides the required expertise to perform essential functions listed in the job description may be considered qualifying by Human Resources.

## Work Environment

Incumbents work in an office environment and may be required to work overtime and weekends as needed.

ADDITIONAL INFORMATION	
Employee Unit	4J MAPS Association
Pay Grade	Grade 8
Developed by	Karen M. Hardin, Director of Human Resources
Approved by	Cydney Vandercar, Superintendent
Last Revised	June 29, 2021