



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

DIRECTOR OF TECHNICAL SUPPORT SERVICES

A Classified Professional Position
Grade 195E – Salary Schedule 35

A. General Statement

The Director of Technical Support Services supervises and coordinates the efforts of the technical support team that responds to the needs of the faculty and staff of the District's three Colleges and District Office. The Director of Technical Support Services must have a proven ability to plan, lead, direct and supervise a wide range of technology projects in order to meet the needs of the colleges and district office. The Director of Technical Support Services will assess specific needs and requirements and provide technical assistance, training, advice and recommendations regarding feasible hardware and software investments and upgrades for the College and develop project plans and set work priorities for the District-wide support team. The Director of Technical Support Services will also direct the work assignments of the IT Support and Multimedia Technicians, and monitor progress of projects, making resource adjustments when necessary. Public contact is extensive and involves staff at all levels within the organization, other educational institutions, governmental, business and community agencies, students and the general public for the purpose of exchanging technical and other information. A high degree of independent judgment and creativity is required to resolve a variety of minor and potentially major problems that occur. Consequences of errors in judgment can be costly in employee time, public relations and/or institution funding.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Provide general leadership to all District IT Support Technicians as well as Help Desk personnel
2. Plan, coordinate and direct technology support services and day-to-day activities of the IT support team including installation of network components, microcomputer installation, repair services and instructional support services
3. Communicate with College and District administrators, faculty and staff to receive and provide information, resolve issues, determine needs, and provide technical assistance working with appropriate advisory committees and stakeholders
4. Directly manage and prioritize all projects and work for IT Support Technicians as well as the Help Desk, in order to facilitate a reliable technology environment

5. Develop, recommend, and oversee hardware, software and equipment standards and procedures; responsible to maintain software and licensing as needed
6. Ensure the reliable and efficient operation of all workstations/audio-visual equipment
7. Ensure effective scheduling of audio-visual equipment in support of administrative and instructional program needs
8. Function as systems administrator for the District's Help Center
9. Monitor performance and produce appropriate reports and statistical data as needed
10. Coordinate and direct the IT support team that is involved in the diagnosis, repair, configuration, installation and maintenance of workstations and audio-visual equipment; communicate with and advise faculty, administrators and staff on audio-visual, workstation hardware and software purchases
11. Manage vendor relationships to further the goals of the Information Technology Department and the College District as a whole
12. Provide administration, support and maintenance of Instructional Servers at all District campuses
13. Define system security and control procedures
14. Supervise and participate in systems analysis and design
15. Assist staff in creating technical solutions to ongoing or mission critical issues with technology
16. Maintain a thorough understanding of computer hardware and software trends, telecommunications, systems analysis and design, automated office procedures, and public policy and law related to information technology in a higher education setting
17. Assist the Director ITS with budget development the and planning of technical support services
18. Perform other related duties as assigned

C. Requirements

1. Bachelor's degree in Computer Science or closely related field - MCSA/MCSE, CCNA is highly desirable but not required
2. Five (5) years of professional level work experience in information systems implementation, programming and analysis, data communications and instructional computing, including three (3) years in an information systems management or supervisory position
3. Experience and knowledge in managing remote office staff as well as experience and knowledge in remote server administration
4. Experience in managing multiple concurrent projects with tight deadlines
5. Experience in managing and administering a centralized help desk system is highly desired
6. Experience in a higher education environment, preferably as a working technician
7. Skills in training, directing, supervising, and evaluating the work of others
8. Experience providing leadership in a technically diverse work group
9. Demonstrated verbal and written communication skills
10. Demonstrated skill in establishing and maintaining effective working relationships, and communicate respectfully and professionally with people at all levels in the organization who are diverse in their cultures, language groups and abilities
11. Skills in working effectively as part of a team
12. Possession of a valid California Drivers' license (or the ability to obtain one) and have the ability to drive a motor vehicle.

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

1. The position will require work in areas with exposure to a range of temperatures both in and outdoors.
2. Manual dexterity and ability to use standard tools for equipment repair
3. Ability to lift up to 50 pounds, requirement to bend, stoop and crawl in tight work spaces as well as the

ability to perform work overhead

4. Analysis of data and assessment, attention to detail, the ability to adapt to rapidly changing situations, ability to work closely with others as part of a team, and to demonstrate patience and tact when dealing with frustrated customers

E. Knowledge, Skills & Abilities

1. Ability to understand complex technical problems and to plan, direct, and supervise information technology projects and coordinate the activities of technical support teams across the District.
2. Expert knowledge of PC and Macintosh hardware platforms and multiple operating systems including Mac OS, Windows client and server, and various related peripherals.
3. Knowledge of installation and maintenance of media and audio-visual equipment.
4. Ability to create hardware, software and procedural documentation including installation, troubleshooting, training, and general support requirements in a workstation and server, networked environment.
5. Ability to assist in the development of desktop and network standards, guidelines and their implementation.
6. Knowledge of software applications such as: Ghost, DiskCopy, Microsoft Office Professional, DreamWeaver, Fireworks, Acrobat, Netscape, Internet Explorer, Outlook Express and other multimedia applications.
7. Ability to assess, analyze, trouble-shoot, develop and implement a plan of action for the resolution of various technical and media related problems.
8. Familiarity with the Ellucian Banner products or equivalent administrative information systems and web-based applications and systems is desirable
9. Possession of a customer-oriented attitude and ability to take a professional approach to performing the work assigned to Manger, Technical Support Services
10. Ability to work effectively within a diverse user community over a large geographic area, as will be required by the Manger, Technical Support Services given the dispersion of the District's campuses
11. Possession of the skills needed to interact effectively with District faculty and staff in order to determine needs and desired outcomes, as well as the prioritization of outcomes
12. Ability to maintain and adhere to project schedules and timelines

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