



PERSONNEL COMMISSION

Class Code: 5249
Salary Range: 42 S1

TECHNOLOGY FIELD OPERATIONS SUPERVISOR

JOB SUMMARY

Under general direction, plan, oversee and participate in the District's technology support field operations including the installation, maintenance and repair of computers and peripherals, audio/visual equipment and systems, Voice-over-IP (VoIP), telecommunications, and systems such as fire, clock, bell, and security systems; train and supervise assigned personnel; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Participate in the planning, organization and oversight of the daily operations and activities of the District's technology support field operations to meet user needs and District technology goals; assure high-quality customer service is provided to end users and compliance with applicable laws, codes rules and regulations. **E**
- Oversee and participate in the installation, maintenance and repair of computers and peripherals, audio/visual equipment and systems, Voice-over-IP (VoIP), telecommunications, and systems such as fire, clock, bell, and security systems; provide technical assistance to personnel working in the field. **E**
- Train and supervise the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; schedule and assign work. **E**
- Communicate with administrators, vendors, end users, staff, service providers and outside organizations to coordinate activities and projects, prioritize and schedule work, resolve issues and exchange information. **E**
- Estimate and order materials, labor and equipment for field operations and projects; assure projects, service tickets and requests for service are completed in a timely and cost effective manner; communicate with the Help-Desk regarding daily service tickets and user needs. **E**
- Oversee support activities and services for successful completion of technology projects; oversee the completion of project phases; identify and resolve issues delaying progress or delivery of products and services. **E**
- Assist in the development and implementation of practices and procedures that improve efficiencies and customer service for end users; monitor and evaluate the efficiency of service delivery methods; recommend preventative maintenance cycles. **E**

- Prepare specifications for projects; conduct site visits to inspect work in progress, assure District standards and specifications are met, and work is completed in a timely manner. *E*
- Participate in evaluating the effectiveness of existing technology equipment; provide recommendations concerning the purchase of new equipment and enhancing existing equipment to achieve user instructional/administrative goals; assure compliance with established District objectives and resources. *E*
- Prepare and maintain a variety of records, files and reports related to field operations and other assigned activities; conduct special studies as assigned. *E*
- Participate in the preparation of Request for Proposals (RFP's); evaluate and make recommendations regarding vendor proposals. *E*
- Assist in the development of assigned budgets; monitor expenditures; recommend cost reduction measures. *E*
- Participate in the formulation and development of departmental policies, procedures and programs; advise administrators of unusual trends or problems and recommend appropriate corrective action. *E*
- Operate a computer and assigned software programs; operate other office equipment as assigned; operate a variety of tools and equipment utilized in the operation and repair of computer systems. *E*
- Drive a District-issued or personal vehicle to various sites to conduct work; respond to after-hours emergency calls or coordinate response. *E*
- Attend and participate in meetings, conferences and seminars related to technology to maintain current knowledge of technological advances in the field; conduct staff meetings and in-service trainings. *E*
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A Technology Field Operations Supervisor plans, oversees and participates in the daily operations and activities of the District's technology support field operations that includes the Electronics, Telecommunications and Computer Support units, with a focus on providing quality customer service to end users and fostering a culture of responsiveness to client needs. An incumbent provides operational leadership and coordinates activities to assure optimal operational performance, fiscal responsibility and to meet the District's instructional and administrative technology goals.

EMPLOYMENT STANDARDS

Knowledge of:

Installation, maintenance and repair of computers and peripherals, digital audio/visual equipment and systems, Voice-over-IP (VoIP), telecommunications, or systems such as fire, clock, bell and security systems in a networked environment.

Components and capabilities of local and wide area network switches, routers, servers and cabling.

Principles and practices of providing quality customer service.

Principles and practices of supervision and training.

Project management techniques.

Organization and work flow management.

Record-keeping and report preparation techniques.

Applicable laws, codes, regulations, policies and procedures.

Budgeting practices regarding monitoring and control.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Operation of a computer and assigned software.

Ability to:

Plan, oversee and participate in the District's technology support field operations.

Assure quality customer service to end users and foster a culture of responsiveness to client needs.

Troubleshoot and resolve issues with computer hardware, software, networks and peripherals.

Operate a variety of tools and equipment utilized in the operation and repair of computer systems.

Assist in the development and monitoring of assigned budgets.

Estimate labor and material costs.

Supervise and evaluate the performance of assigned personnel.

Read and interpret plans and specifications.

Work independently with little direction.

Interpret, apply and explain rules, regulations, policies and procedures.

Understand and resolve issues, complaints or problems.

Build consensus and apply problem-solving techniques in a constructive manner.

Analyze situations accurately and adopt an effective course of action.

Plan and organize work.

Maintain current knowledge of technological advances in the field.

Assure compliance with applicable laws, codes, rules and regulations.

Prepare and maintain records and prepare narrative reports.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned software.

Education and Training:

Bachelor's degree in computer science, information technology, business administration or a closely related field.

Experience:

Four years of experience involving installation, maintenance and repair in one or more of the following areas including some experience in a lead or supervisory capacity:

Computers and peripherals
Digital audio/visual equipment and systems
Voice-over-IP (VoIP) and telecommunications
Systems such as fire, clock, bell and security systems in a networked environment

Experience in an educational environment is preferred.

Two years of additional experience may be substituted for two years of the higher education.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this class require the use of a personal automobile and possession of a valid California Class C driver's license.

Applicants for this classification will be required to obtain and submit, at his/her own expense, his/her current motor vehicle driving record at the time of appointment. The record must meet and be maintained at the District's safe driving standard. Failure to meet this requirement will result in the disqualification and/or rejection of the applicant regardless of any other standing.

WORKING ENVIRONMENT

Offices and school sites.
Driving a vehicle to conduct work.
Occasional evening and variable hours.
Coordinate after-hours emergency response.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate hand tools, computer keyboards and other specialized equipment.
Seeing to read a variety of materials.
Hearing and speaking to exchange information and make presentations.
Reaching overhead, above the shoulders and horizontally.
Lifting, carrying, pushing or pulling objects weighing up to 20 pounds.
Sitting or standing for extended periods of time.
Bending at the waist, kneeling or crouching.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 5/10/2018