



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Technical Support Manager

**Class Code: 1447
Work Days: 225**

GENERAL PURPOSE

Manage, plan, organize, and supervise desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices within the Information Technology Division; coordinate assigned activities with other divisions and outside agencies; and provide highly responsible and complex administrative support to division Cabinet representative.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level supervisory and management staff.
2. Exercises direct supervision over staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Participate in the development and implementation of goals, objectives, policies, priorities, and strategic plan; recommend and administer policies and procedures.
 2. Manage, plan, organize, and supervise desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices.
 3. Evaluate OCDE desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices and apply technical principles and concepts to develop and support instructional and business solutions.
 4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.
 5. Review, investigate, evaluate, and select new technologies for current and future instructional and business needs; ensure that all technologies comply with Department of Education standards and strategic direction.
 6. Contact vendors for solutions, technical reference, and/or services required for expansion and maintenance.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

7. Analyze procedures and data to develop logical solutions to desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop infrastructure, and print devices
8. Select, train, supervise, and evaluate assigned personnel; work with employees to correct deficiencies.
9. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
10. Plan, prioritize, assign, and review the work of staff responsible for providing services within Information Technology; prepare work schedules for appropriate staff.
11. Resolve difficult and complex problems with desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.
12. Provide assistance to divisions and departments on desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop and print devices infrastructure, and with upgrades and replacements of these devices.
13. Receive and analyze requests for desktop computers, tablets, laptops, Chromebooks, smart phones, virtual desktop infrastructure, and print devices new devices; recommend and implement solutions to problems; or coordinate or perform detailed analysis, implementation, and testing of new solutions.
14. Evaluate and review to create support standards, policies, and procedures for desktop computers, tablets, laptops, Chromebooks, smart phones, video conferencing, virtual desktop infrastructure and print devices.
15. Keep up-to-date on desktop computers, tablets, laptops, Chromebooks, smart phones, video conferencing, virtual desktop infrastructure, and print devices architectures, technologies, methodologies, implementation, support, and attend training classes as necessary.
16. Conduct meetings with customers and transform requirements into effective implementations.
17. Monitor quality assurance, customer service levels and security procedures.
18. Independently perform analysis of desktop computers, tablets, laptops, Chromebooks, smart phones, and virtual desktop infrastructure.
19. Verify stability, interoperability, portability, security, and scalability of desktop computers, tablets, laptops, Chromebooks, smart phones, and virtual desktop infrastructure.
20. Install, research, test, and verify proper functioning of hardware and software updates.
21. Create and enforce security standards.
22. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
23. Must demonstrate attendance sufficient to complete the duties of the position as required.
24. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, practices, methods, and techniques of information systems project management.
2. Methods and techniques of evaluating business requirements and developing information systems solutions.
3. Principles and practices of operating systems, desktop software such as the Microsoft Office Suite, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, print devices, and security administration.
4. General knowledge of data and voice network design to include, routing, switching, and email.
5. General knowledge of data and voice networking and associated protocols and IP addressing.
6. Principles and practices of budget preparation and administration.
7. Principles of supervision, training, and performance evaluation.
8. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Oversee and participate in the management of operating systems, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices.
2. Select, supervise, train, evaluate, coach and review the work of assigned project staff.
3. Manage multiple large scale complex projects.
4. Serve as project manager on large implementation and analysis projects.
5. Evaluate client business requirements and implement information technology solutions.
6. Perform highly complex systems analysis duties.
7. Design, configure, and test hardware and software problems.
8. Troubleshoot highly complex hardware and software.
9. Research and evaluate new technology in assigned area of responsibility.
10. Troubleshoot and diagnose operational problems and articulate resolutions.
11. Participate in the development and administration of goals, objectives, and procedures.
12. Prepare and administer program budgets.
13. Prepare clear and concise administrative and financial reports.
14. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
15. Research, analyze, and evaluate new service delivery methods and techniques.
16. Communicate clearly and concisely, both orally and in writing.
17. Establish and maintain effective working relationships with those contacted in the course of work.
18. Interpret and apply federal, state, and local laws, codes, and regulations.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is a Bachelor's degree from an accredited college or university with major course work in computer related field and four years' experience in supporting operating systems, desktop computers, tablets, laptops, Chromebooks, virtual desktop infrastructure, and print devices including two years of administrative and supervisory responsibility.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and/or move up to 50 pounds; and lift up to 75 pounds with assistance from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.

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