

**Job Title:** Technology Support Manager

**Wage/Hour Status:** Exempt

**Reports to:** Chief Information Officer

**Pay Grade:** 508

**Dept. /School:** Technology Services

**Date Revised:** July 2, 2020

**Primary Purpose**

Manage a team of support personnel to identify, receive, document, distribute, troubleshoot and correct IT issues. Implement related policies and procedures.

**Qualifications**

**Education/Certification**

Bachelor's Degree in Information Systems or related field

**Special Knowledge/Skills**

- Thorough knowledge of various help desk management software programs
- Knowledge of work order management systems
- Working knowledge of various computer platforms and various software programs
- Ability to resolve desktop management software technical issues remotely
- Ability to assist users in troubleshooting and self-diagnostics
- Ability to communicate with clients, diagnosing hardware and software malfunctions, and troubleshoot technical problems
- Ability to communicate effectively (read, verbally, written, and electronically).
- Knowledge of remote desktop management software such as Skype, Remote Control Viewer, and Altiris
- Knowledge of various operating systems used at EPISD
- Familiarity with a variety of the help desk concepts, practices, and procedures

**Experience**

Five (5) years related experience, including information technology and work order management systems

**Major Responsibilities and Duties**

1. Manage a team of support personnel that responds to Level 1 support and problem resolution for hardware and software applications.
2. Respond to request for technical assistance by phone, email or help desk management software.
3. Produce weekly and monthly performance and customer satisfaction reports.
4. Ensure help desk is represented at the highest level of professionalism when communicating with clients.
5. Determine personnel requirements, set schedules, and insure staff has adequate resources to complete jobs.
6. Monitor calls assigned to level two priority.
7. Generate weekly and daily reports to monitor progress of incidents.
8. Identify, research, and resolve complex technical problems.
9. Create and manage escalation procedures and ensure maintenance of service levels.
10. Oversee work order management system to ensure incidents are processed in a timely manner.
11. Lead and direct the work of others.
12. Assist in the development of course modules and training materials for end-users, as required.
13. Perform other duties as assigned by supervisor.

**Supervisory Responsibilities**

Supervise all assigned staff

**Physical and Mental Job Requirements**

**Mental Demands/Physical Demands/Environmental Factors**

Repetitive hand motions and prolonged use of computer. Maintain emotional control under stress. Work with frequent interruptions.

**Terms of Employment**

226 days; salary to be established by the Board of Trustees

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

My supervisor has reviewed this job description with me and has provided me a copy.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

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