

Job Title: Administrator Deployment and
Technical Support

Wage/Hour Status: Exempt

Reports to: Technology Support Manager

Pay Grade: 507

Dept. /School: IT

Date Revised: April 22, 2022

Primary Purpose

Manage both remote and on-site technical support, maintenance, diagnostics, and installation of all District computers and peripherals including the specific hardware, software, and web applications, in support of District instructional, administrative functions, and special projects.

Qualifications

Education/Certification

Bachelor's Degree in Computer Science or related field

Valid Certification or experience in both Microsoft and Apple environment, MSCE and A+ certification and vendor/Hardware (Dell/HP/etc.) certifications

Special Knowledge/Skills

- Expert level experience with computer hardware and software applications
- Knowledge of server hardware and server software applications Strong skill sets in the management of technical staff and problem resolution.
- Strong understanding of Microsoft Windows, Apple and Linux operating systems.
- Knowledge of TCP/IP and networked systems
- Knowledge of remote desktop software
- Knowledge of wide range of technologies including computers, laptops, printers, and various types of peripherals
- Knowledge in assessing work orders and assigning to proper technical staff.
- Ability to effectively manage multiple projects simultaneously
- Excellent verbal communication and writing skills
- Knowledge of standard customer service best practices and procedures
- Knowledge of conflict management strategies for virtual and hybrid teams

Experience

Three (3) year's experience in Microsoft and Apple environment in an enterprise organization with large number of computers in multiple locations

Three(3) year's experience in the management of a technical support or IT related team

Major Responsibilities and Duties

1. Accountable for the development and maintenance of formal documented standard operating procedures for computers and related hardware, as well as planning, remote access, and back-up/recovery operations.
2. Prepare reports and analysis for making recommendations for cost reductions.
3. Directly supervise, organize, and coordinate project teams for working with district initiatives and ongoing projects.
4. Maintain an optimal level of accuracy for device asset management records and associated documentation.
5. Serve as a liaison to campus staff in the communication of technical adjustments and provide training when necessary.
6. Directly supervise support team including planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems in accordance with EPISD policies and procedures.
7. Accountable for the timely resolution of trouble calls from the help desk where the core issue relates to computing systems and peripherals.
8. Assist in presentation of information to management resulting in purchase and installation of hardware and software.

9. Create and implement Service Level Agreements (SLA's) for internal and external use.
10. Ensure maintenance, warranty, and licensing contracts related to operating systems are kept current.
11. Keep current on new technological developments applicable to computers and proposes changes beneficial to the district.
12. Require on-going interaction with the IT management and staff. Prioritize and address EPISD users' needs and demands in a professional manner and provide follow-up and develop cooperative relationships.
13. Must develop and maintain professional relationships with vendors'/service providers outside the district.
14. Perform other duties as assigned by supervisor,

Supervisory Responsibilities

Supervise, assign, and evaluate the staff and contracted service providers required to develop, maintain, and update hardware infrastructure solutions.

Physical and Mental Job Requirements**Mental Demands/Physical Demands/Environmental Factors**

Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Frequent district-wide travel. Occasional prolonged and irregular hours, with availability for emergency coverage.

Terms of Employment

226 days; daily rate to be established by the Board of Trustees

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: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.