JOB TITLE: **SUPERVISOR, TECHNOLOGY SERVICES**

REPORTS TO: Director, Technology Services

POSITION PURPOSE:

Supervises MESD's TS department's Business or Student Services, Computer Operations, MESD workstation support, and/or Network Services functions which includes responsibility for wide area and local area administration, research and development, programming, customer support services, computer room operations, and participation in management team activities. Specific duties depend upon assigned areas of responsibility (business or student application oriented) and includes organizing and leading advisory committees, defining and prioritizing projects, supervising and evaluating assigned staff, providing leadership, guiding applications into future technology, assisting with budget planning, communicating with customers, vendors, and other agencies.

NATURE & SCOPE:

This position is subject to board policies, administrative rules and procedures, department regulations and applicable State and Federal statutes. This position carries no administrative authority or responsibility. It carries the supervisory authority necessary to accomplish the duties and responsibilities defined herein.

ESSENTIAL JOB FUNCTION:

1. Directs day-to-day activities, such as conducting project staff meetings and other leadership roles. Also serves as spokesperson for the teams.

2. Supervises wide area and local area network administrators, research and development, programmers, computer operators, workstation support, and customer support personnel and assigns priorities to projects and ongoing activities. Also schedules employees to cover employee absences and maintain priorities.

3. Supervises agency application development activities.

4. Communicates with staff regarding agency, department, constituent district, or staff related information.

5. Communicates with advisory contacts including business or student advisory, district technology coordinators, and MESD technology advisory.

6. Analyzes staffing versus priority projects and recommends staffing changes within assigned areas of responsibility.

7. Coordinates and performs new project planning and implementation activities with staff and customers.

8. Leads customer planning sessions and problem solving activities.

9. Coordinates and provides direction to liaison services with other MESD TS personnel, other MESD departments, and outside vendors or consultants.

10. Evaluates computer operations, wide area and local area network services, student services or business services and other areas of responsibility to ensure service quality, cost and schedule goals are attained.

11. Performs reporting and communications tasks, keeps management and other personnel informed regarding project activities; and prepares periodic reports and communications.

OTHER JOB FUNCTIONS:

1. Serves as a technical and project management resource regarding assigned areas of responsibility.

2. Performs TS management committee responsibilities. Also assists and supports MESD functions and performs duties such as contributing articles for MESD newsletters and other communications.

3. Leads and/or attends department and other staff meetings.

4 Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Outstanding ability to maintain and in-depth knowledge of mainframe and microcomputer hardware including peripheral equipment, and data communications software, system software, operating systems and systems utilities.

- Outstanding system design skills.

- Effective project management planning, budgeting, organizing, and cost control techniques.

- Outstanding ability to analyze, diagnose, facilitate, and lead hardware, software, and communications problem solving and troubleshooting.

- Ability to communicate effectively with other employees using tact, courtesy, and good judgment.

- Recognized client service philosophy and leadership accomplishments with student, business or networking system responsibilities.

- Excellent verbal and written communication and presentation skills.

- Demonstrated interest in professional growth and development.

- Valid driver's license and available vehicle.

- Ability to physically perform assigned duties.

Adopted: 1/1/95
Revised: 4/7/04
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EDUCATION AND EXPERIENCE;

Four years experience in computer services such as student, business, or networking systems, or any combination of education and experience, which would provide the applicant with the skills, knowledge and ability required to perform the job.

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.