TSS SUPERVISOR

DEFINITION

Under the general direction of the Director of Instructional and Support Systems Technology (TSS) supervise all TSS programming, IERC, and user support staff.

ESSENTIAL FUNCTIONS

Supervises IERC, User Support, and Programming staff to assure that all work is completed in a timely and efficient manner; coordinates work orders with department Help Desk Coordinator to assure that user needs are met in a timely and well prioritized manner; keeps logs of all work done by all employees and monitors work output levels; assigns work in a fair and reasonable manner protecting both the interests of the District and the employees; helps staff complete their work or reassigns work to others when required; locates cost effective outside consulting help to support staff when appropriate; works with users throughout the District as a technical liaison to assure that their needs are noted and added to the TSS work list according to fair and reasonable priorities; coordinates the development of staff; may drive a District vehicle to service customers; communicates TSS issues clearly and concisely to users with minimal technical familiarity; discusses strategic plans and other technical issues with TSS colleagues; other work as required.

SPECIAL REQUIREMENTS

Possession of a valid California Driver's License.

Must be able to be insured, and continue to be insurable, by the District's liability insurance carrier.

DESIRABLE QUALIFICATIONS

Knowledge of:
- Supervisory practices and procedures;
- Basic computer programming and operation;
- Networks and computers used in a school environment;
- Business computer systems, networks, and other technical equipment used district-wide is highly desirable;
- Standard operating systems for various microcomputers;
- Basic diagnostic and general utilities for personal computers;
- Basic concepts related to computer programming, repair, maintenance, networking, equipment and peripherals;
- Concepts and techniques of project management.

Ability to:
      Effectively manage, delegate, assign and assess workloads.
      Understand, follow and give written and oral instructions;
      Plan, delegate, and schedule work;
      Operate computers and other technical equipment with minimal instruction and supervision;
      Work with people inside and outside the department to gain and impart knowledge required to complete all TSS work;
      Learn about highly technical equipment and procedures quickly;
      Effectively train, supervise, and evaluate staff;
      Understand and follow oral and written directions;
      Demonstrate conscientiousness, dependability and trustworthiness.

TRAINING AND EXPERIENCE

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Five years of relevant experience in the field of computer maintenance and repair, computer support, programming, network support, and/or related field. At least three years of experience must be in a managerial, supervisory, or lead role. Experience in a school setting is desirable.

B.A. or B.S. in a technical or management field is required. Additional formal education may supplement experience requirement on a year by year basis.