TECHNOLOGY SUPPORT SPECIALIST SUPERVISOR

POSITION SUMMARY

This position oversees the district-wide implementation of large technology projects, supervise, directs, and trains building based TSS staff. In collaboration with building principals, supervise all aspects of building based TSS's work performance standards and expectations and assist with yearly evaluations. Provides technical input and support to complex matters, determines project priorities and coordinates project implementation with building principals and other staff. Organize staff into an effective technical team, enhance all members' abilities, and gather necessary resources to solve complex problems. Maintains working relationship with vendors of technology for teacher and student use.

SUPERVISORY RELATIONSHIPS

The TSS Supervisor reports directly to the Director of the Computing and Information Services (CIS) Department. The incumbent supervises building based Technology Support Specialists and works closely with building administrators, CIS and Instruction Departments staff and other district staff as required.

Essential Functions:

1. Provide daily supervision of work performed by building based Technology Support Specialists (TSS) in K-12 schools.
2. Provide guidance on instructional technology (hardware and peripherals) purchases for the District including asset management.
3. Lead the effort in creating, implementing and maintaining technical standards, policies, and procedures for the maintenance of technology in schools.
4. Facilitate the installation, service, and maintenance of a variety of operating systems, computer platforms, peripherals (projects, SMARTBoards, document cameras), and software applications.
5. Develop and manages projects related to hardware, software or system equipment deployment including budgets, staffing, timelines, risk, and scope activities.
6. Coordinate technical work and needs with/between Instruction, CIS.
7. Participate in RFP, procurement, and contracting processes for the selection and acquisition of technical products, goods and services.
8. Participate in the review and maintenance of active contracts with hardware vendors.
9. Remain current with new and emerging technologies, strategies and technological directions impacting students, teachers, and K-12 schools.
10. Participate in planning efforts to define the future technological and strategic direction for the District.
11. Prepares documentation as assigned. Assists in the development of technical standards, policies, and procedures for use in support of District technology functions.

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12. Complete assignments given by the CIS department director.
13. Provides mentoring and/or training to building based TSS staff.
14. Work collaboratively with building principals assist with TSSs performance expectations, standards, and evaluations.
15. Travel to district locations and outside of district.
16. Transport district equipment to other district locations.
17. Develop and maintains strong customer focus and customer relations with building principals and staff.
18. As needed, performs a wide range of technical work on both PC and Mac computers.
19. Work successfully with a diverse population of people from varied backgrounds, learning styles, ethnic and socio economic backgrounds.
20. Self directed and achieves task with limited supervision.
21. Organize building based TSS into effective technical team, enhance all members' abilities, and gathers necessary resources to solve complex problems.
22. Performs related duties consistent with job description and assignment.

Minimum Qualifications:

1. Four-year degree in computer science, information systems, or related field.
2. Five (5) years of progressive experience in the responsible area of assignment; at least two (2) years of the five as a senior team lead and/or supervisor in this technical area.
3. Two (2) years experience in project planning and implementation.
4. Experience with technology in teaching and learning, computer operating systems for both PC and Mac platforms (including central development of images) and interoperability of various technologies preferred.