Santa Rosa County School District
Job Description
Technical Support Manager

Reports To: Assistant Superintendent, ITS

FLSA Status: Exempt

Department: Information Technology Services

Prepared by: Human Resources

Date: September 10, 2019

Job Code: 44229

Range: 27

Preface:

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work to be performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with this position.
- There are marginal tasks employees are required to performed that are incidental to the primary duties and responsibilities.
- Positive personal characteristics required of all employees such as honesty, integrity, sobriety, and communication skills are presumed qualities.

Primary Duties and Responsibilities:

- Provide direct supervision and leadership to all Technical Support personnel.
- Responsible for Technical Support work order and on-premise inventory management and reporting.
- Oversee the network cabling infrastructure for schools.
- Coordinate training for Technical Support technicians.
- Work collaboratively with ITS Network and Systems Administrators to support the enterprise infrastructure.
- Troubleshoot and report problems associated with server/network platforms.
- Coordinate work with ITS Network and Systems Administrators on enterprise issue resolution.
- Assist in coordinating Technical Support staff needs for supporting a device management platform.
- Oversee the workstation and related hardware recommendation process.
- Oversee test equipment requirements and purchases.
- Oversee a comprehensive technical support documentation process.
- Analyze equipment performance and reliability to determine appropriate stock levels.
- Responsible for Technical Support operating budget and fleet vehicle management.
- Perform other duties as required or assigned. The omission of specific statements of duties does not exclude them from the position especially if the work is similar, related

or a logical assignment to the position, nor does every position allocated necessarily perform every duty listed.

Supervision Received:

Supervisor/Manager

Supervision Exercised:

Assigned Personnel

Minimum Qualifications & Skills:
- Graduation from an accredited college with a bachelor's degree in Computer Science or Engineering Technology; or reasonably equivalent major.
- Ten years of supervisory responsibility supporting workstations, networks, and related systems.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board will determine what is necessary and appropriate for each position.

Preferred Qualifications & Skills:
- Supervisor/management experience providing technical support for a K-12 district.
- Excellent communication skills.

Physical Demands

Sit for extended periods. Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, walking, standing, bending, stooping. Drive and operate a motor vehicle. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties and responsibilities of this job.

Terms of Employment:

Approved Compensation Plan

Educational Support Salary Schedule

Job Benefits:
- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family health care plans available include medical, dental and vision
- Paid vacation, sick leave and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff