

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: REGIONAL TECHNICAL SERVICES MANAGER

BASIC FUNCTION:

Under the direction of the Director-Technology Services, organize, manage and monitor the operations of the Regional Technical Support Unit; coordinate support of site based personal computer users, file servers and Local Area Network (LAN) needs; assure District technology needs are met according to established time lines; supervise the performance of assigned personnel.

ESSENTIAL FUNCTIONS:

Organize, manage and monitor the operations of the Regional Technical Support Unit; confer with site personnel and technicians to identify needs, successes, shortcomings and plans for resolution or improvement.

Coordinate support for site based personal computer users, file servers and LAN needs; organize and oversee network server configurations, installation and testing procedures; establish server documentation formats and enforce documentation for site servers connected to the Wide Area Network (WAN).

Assure District technology needs are met according to established time lines; assure procedures comply with established guidelines.

Supervise the performance of assigned personnel; develop ongoing training programs to assure current knowledge of personnel.

Develop, evaluate and oversee the Department Help Desk; monitor call lists, compliance issues and follow-up activities.

Select and procure appropriate diagnostic and repair tools for Department personnel.

Prepare reports related to training, support and assigned activities.

Assist technicians with performing duties as necessary.

Drive a vehicle to conduct work.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Technical aspects of LAN and WAN maintenance, operation and programming.

Methods and procedures of operating computers and peripheral equipment.

Technical aspects of field of specialty.

Principles of computer technology.

Computer hardware systems, software applications and languages utilized by the District.

Oral and written communication skills.

Principles and practices of supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Principles, methods and problems of operating computers and peripheral equipment.

Report preparation techniques.

ABILITY TO:

Organize, manage and monitor the operations of the Regional Technical Support Unit.

Coordinate support of site based personal computer users, file servers and LAN needs.

Assure District technology needs are met according to established time lines.

Supervise the performance of assigned personnel.

Install and configure various software applications on LANs and microcomputers.

Select and procure appropriate diagnostic and repair tools for Department personnel.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Interpret, apply and explain rules, regulations, policies and procedures.

Maintain current knowledge of technological advances in the field.

Analyze situations accurately and adopt an effective course of action.

Prioritize and schedule work.

Meet schedules and time lines.

Prepare reports.

Maintain consistent, punctual and regular attendance.

Hear and speak to exchange information.

Move hands and fingers to operate a computer keyboard.

Sit or stand for extended periods of time.

See to view a computer monitor.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: bachelor's degree in computer science or closely related field and two years experience supervising a technical staff in support of computer systems and users.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.