



Job Description

Job Title:	IT Technical Support Supervisor	Department:	Technology
Schedule:	About 260 days per year / 12 months per year	Reports To:	Director of Technology
Classification:	Range I	Prepared By:	HRA Job #156/DDSD HR
		Prepared Date:	2023
FLSA Status:	Exempt	Approved By:	HR
		Approved Date:	12/12/2023

SUMMARY

Responsible for all end user technology support, repairs, inventory, replacement schedule, and related budget. Supervises and evaluates the Hardware/Software Technicians. Manages the staff and student Google Domain including Google Classroom.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and auxiliary duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- Oversees end user technology support including hardware, software, peripherals, and related technologies.
- Supervises and evaluates the Hardware/Software Technicians.
- Manages the staff and student Google Domain including Google Classroom.
- Manages and monitors the district's technology ticketing system.
- Works with the Technology Administrator to resolve automation / rostering issues not related to the hardware or software.
- Monitors and maintains technology hardware/software inventory and makes recommendations on yearly upgrades.
- Evaluates new and emerging end users' technologies and makes recommendations to Director.
- Meets financial requirements by submitting information for budgets and monitoring expenses.
- Develops procedures and documentation.
- Updates job related knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Proactive, solution focused, and service orientated.
- Protects organization's value by keeping information confidential.
- Lead and guide activities and decisions with a racial and cultural equity mindset and lens.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises and evaluates Hardware/Software Technician positions. This position has supervisory responsibilities, may train and support staff in coordination with the Director of Technology.



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QUALIFICATIONS

A valid Oregon driver's license and meet insurance requirements to drive district vehicles- must be able to drive to various locations.

Ability to work harmoniously with others.

Ability to communicate appropriately and effectively (orally and in writing) with others.

EDUCATION and/or EXPERIENCE

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

- High School diploma or equivalent.
- At least (2) years of coursework in Computer Science or a related field from an accredited college, technical school, or university, or two (2) years on the job training in systems and web management.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

COMPUTER SKILLS

The job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

The position requires a valid driver's license and the ability to make frequent trips to all the district's schools, grounds, and facilities.

WORK ENVIRONMENT

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and very comfortable.

PHYSICAL DEMANDS

Positions at this level require minimal (>20%) physical effort such as light lifting, carrying or movement, etc. Physical capability involves the use of office or equipment where some agility and hand eye coordination are needed.

MENTAL DEMANDS

Positions at this level encounter new or unusual (20-40%) situations some but have resources available to assist with identifying solutions or actions. Some pressure from deadlines or changing priorities exists, and interruptions to workflow or concentration can occur. Interactions with others can include demanding or difficult people.



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PAY EQUITY SCOPE

Positions at this level are expected to perform with a high degree of independence for both regular work and special project work. Work is only reviewed on as needed basis. Work done which contains errors or omissions may not be identified internally. Guidance and direction are available upon request. Work requires extensive decision-making.

Decisions frequently have little precedent and require interaction with others to solve problems, formulate policies and programs and/or arrive jointly at decisions, which affect one or more work units. Full scope management is typically found at this level and above.

ADDITIONAL REQUIREMENTS

Post-job offer criminal background check will be required.

The David Douglas School District is a diverse community that provides equal opportunity in employment, activities, and its programs. It is the policy of the David Douglas School District to not discriminate on the grounds of race, color, religion, ethnicity, and use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.

The school district also prohibits retaliation against an individual for engaging in activity protected under this policy and interfering with rights or privileges granted under anti-discrimination laws.

Persons having questions about equal opportunity and nondiscrimination should contact the Director of Human Resources for David Douglas School District.
