

SUPERVISOR, INFORMATION TECHNOLOGY

JOB SUMMARY

Under the direction of the area administrator, provide leadership and operational oversight for information technology (IT) activities within assigned areas of responsibility across assigned District sites. Areas of responsibility may include IT project management, systems analysis, design and implementation, database administration, network administration, and computer operations and support. Incumbent will serve as a strategic liaison between frontline technology services and the broader Information Technology division and will promote consistent service delivery, effective communication, and alignment with District goals, Board Policies, and Administrative Procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Supervises technical support services including hardware and system software installation and support, network operations, data and system backups; provides support in maintaining District data communication networks; responds to data network hardware problems as they occur; and assist with network recovery.
2. Prioritizes projects using established criteria; assigns optimal resources for projects and develops project timelines; modifies resources and/or timelines as necessary and appropriate; evaluates project alternatives; prevents or resolves project problems; performs post-implementation evaluation of projects.
3. Assist in developing staffing priorities for assigned areas; participate in the hiring processes for full & part-time personnel; coach, train, supervise, and evaluate assigned personnel.
4. Assign, monitor, and prioritize daily workloads, ensuring equitable distribution and timely resolution of service tickets; oversee the daily intake, triage, and resolution of support tickets through the District's IT service manager system.
5. Ensure service-level agreements (SLAs) are met, escalate complex issues appropriately, and communicate status updates to end-users.
6. Develop and implement recapitalization and replacement plans for client computing assets, ensuring alignment with District budget cycles; assist in the development of the operating budget for assigned areas; monitor and take necessary action regarding expenditures for assigned areas.
7. Oversee software inventory, license compliance, and deployment strategies in coordination with department leadership.
8. Work closely with department leadership team to align technology support with the Technology Master Plan (TMP) and institutional strategic priorities; integrate innovation technology planning to support the District's strategic priorities and long-term TMP.
9. Identify recurring issues and recommend process/training improvements; participate in planning meetings to evaluate new technologies and service enhancements; provide feedback on resource needs, workload trends, and user experience; evaluate and recommend emerging technologies to

enhance operational efficiency.

10. Ensure site operations adhere to District's Information Technology policies, Board Policies, and Administrative Procedures; interprets, applies and communicates information regarding laws, regulations and District policies and procedures.
11. Maintain accurate documentation and records on hardware inventory (including desktops, laptops, peripherals, and specialized equipment), site technology assets, procedures, and support workflows.
12. Provides support for conducting periodic hardware, software and network audits to ensure and obtain optimal performance; makes effective use of warranties, preventive and remedial maintenance programs; support inventory reviews and technology-related reporting.
13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Principles and practices of information technology related to area of assignment.
2. Principles and techniques of systems analysis and computer programming.
3. Installation, operation, and maintenance of computer software and hardware.
4. Management of large asset inventory.
5. Modern office practices, methods, computer equipment and applications.
6. Operational characteristics, services and activities of a technical support services program.
7. Desktop computers, equipment, peripherals, operating systems and applications, database, network, and system administration functions.
8. Network operating systems, architecture, and equipment.
9. Procedures and practices of network installation, configuration, repair, maintenance.
10. Configuration and interoperability of desktop computers, servers and end-user devices.
11. Principles and practices of network installation, configuration, repair and maintenance, network operating systems, architecture and equipment.
12. Structured wiring theory, components, techniques and practice.
13. Principles, techniques and tools for effective and efficient troubleshooting and performance monitoring of computerized systems.
14. Pertinent federal, state, and local laws, codes, and regulations.
15. Microsoft Endpoint Configuration Manager (SCCM), Intune, or other enterprise desktop management platforms.
16. ITIL service management practices.
17. Equipment, tools and materials used in information technology.

Skills in:

N/A

Ability to:

1. Analyze data and draw sound conclusions.
2. Communicate effectively both orally and in writing.
3. Establish, maintain, and foster effective working relationships with those contacted in the course of work.

4. Maintains current knowledge of the field.
5. Promote a culture of excellent customer service, accountability, and continuous improvement.
6. Supervise and participate in the management of a comprehensive database, network, and system administration environment as well as a comprehensive computer & technical support services.
7. Consult with and advise interested parties on a variety of subject matter areas translating technical terms into everyday language.
8. Implement data back-up, security and recovery plans.
9. Develop effective system maintenance procedures.
10. Write and orally express difficult and complex concepts clearly and concisely.
11. Analyze problems in computer operations, program logic, and communications, and develop appropriate solutions.
12. Demonstrate excellent time management and organizational skills.
13. Analyze user needs and formulate and present technical recommendations.
14. Research, analyze and evaluate new service delivery methods and techniques.
15. Interpret and apply federal, state and local policies, laws and regulations.
16. Plan and organize work to meet changing priorities and deadlines.
17. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

1. An associate degree from an accredited institution in Computer Information Systems, Information Technology, or a related field; AND
2. Four (4) years of experience in desktop/client computing support or related information technology experience responsible for technical, analytical and/or supervisory tasks for computer systems or services; OR
3. An equivalent combination of education, training, and/or experience.

Licenses and Certifications:

Must possess, or be able to obtain by date of appointment, a valid California driver's license and have a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

This classification performs duties in a controlled-temperature environment including working under typical office conditions with exposure to dust and allergens and responding to emergency system and equipment failure. It requires the ability to sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; operate a computer and other office equipment on a daily basis; communicate in person and via phone; twisting to reach equipment or supplies; ability to lift to 40 pounds.

This work is performed indoors at campus computer center, in classrooms and various satellite campus locations.