

**San Jose/Evergreen Community College District  
Supervisor Job Description**

**Position:** District Supervisor, IT User Support

**Department:** ITSS

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**POSITION PURPOSE**

Under general direction, the District Supervisor, IT User Support oversees the functions and activities of the District Information Technology Help Desk and Reprographics operations to include delivering reliable technical support, IT systems administration, and printing services for the District and campuses; maximizes resources in responding to unique needs of campus users including developing and maintaining a self-service portal for users with a real-time tracking system to increase program efficiency and effectiveness; provides new training resources and support services for the assigned staff of the ITSS and reprographics operations; supervises unit staff and coordinates related IT support services; conducts program assessment and implements program changes reflective of the goals and mission of the District; and performs other duties as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below exemplify the work of the classification and assigned duties may include work which is similar, related or a logical assignment to this class.

1. Plans, leads and supervises the daily operations of the assigned IT user support function including coordinating and directing communications, services, resources, and information to meet technical support needs and ensure efficient support and IT systems management; ensures timely and effective first and second level help desk support during business hours for District and campus end users.
2. Provides advanced first-level technology support for users and assists with problem resolution in technical areas related to computers, software, audio-visual, printers, phones, network access, wireless, mobile devices, ERP system, online courses and cloud services; escalates and assigns high-level support needs to technicians and specialists using real-time tracking system across campuses; monitors help desk activities and follows up with staff to ensure open tickets are addressed and resolved in a timely manner.
3. Oversees and maintains the reprographics operations of a centralized printing service to ensure requested services are provided in a timely and cost-effective manner according to District and college standards; plans, organizes, and participates in setting up, duplicating, collating, and binding requested items; serves as a technical resource to others regarding reprographic activities; explains policies and operational procedures to faculty, students and staff.
4. Coordinates preventive maintenance services for printing machinery; oversees and participates in making minor repairs and corrections; supervises the printing process from request to delivery of materials including educational, marketing and communication materials; responds to user requests and troubleshooting issues; identifies the need for external service or repairs and authorizes service technicians as needed.
5. Researches and recommends new product and equipment purchases; negotiates with vendors on pricing, service needs and maintenance contracts; interfaces with a variety of vendors to procure hardware, software and services; maintains existing vendor relationships.
6. Provides routine reports pertaining to analysis of costs, service trends, and implementation of emerging technologies; leads the efforts to manage IT assets pertaining to identifying, tracking and updating inventory using asset management tools.

7. Promotes and maintains a high degree of user visibility and participates in ITSS Management Team and assigned working groups and committees; attends and participates in various community and public forums; develops, implements and oversees chatbot.
8. Administers TeamDynamix application and provides guidance to faculty, staff, and students on self-service ticketing, access and tracking of requests; supports IT team and management with migration of systems to cloud services and consolidation of services; responds to and resolves user issues in an efficient and timely manner; supports and participates in IT special projects in order to advance and optimize IT functions and services.
9. Develops, implements, and maintains systems for the accurate recording and reporting of information related to IT support services; maintains records and develops reports concerning the program and its effectiveness; monitors department budget within assigned areas.
10. Contributes to and assists in the development and administration of the department budget; identifies and prioritizes the user support function's needs and strategically allocates resources; prepares and completes the annual comprehensive program review and related budget request forms; reviews and approves requests for the purchase of goods and services according to policies and procedures.
11. Assigns and evaluates the work assignments and performance of assigned staff, student workers, volunteers and vendors; participates in interviews and selection of employees; provides supervision and ensures conformance and quality of work; approves time cards for assigned staff personnel; provides employee performance feedback and participates in the evaluation process as directed.
12. Contributes to, and assists with, presentations to be presented to the Board of Trustees and to other board-level groups.
13. Serves on committees and assists with District, local, regional, state and national conferences, meetings, workshops and training seminars as directed.
14. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Information technology standards and resources related to Tiers 1 and 2 service delivery.
2. Computer hardware systems, software applications used in District/college operations.
3. Methods and techniques of asset inventory.
4. Invoices and purchase orders processing and inventory control and maintenance systems.
5. Pertinent federal, state and local laws, codes and regulations.
6. Budget preparation and control.
7. Federal, state and other applicable laws and regulations and District policies and procedures governing grant administration, admission and attendance including applicable sections of California Education Code, Title 5, - Family Educational Rights and Privacy Act (FERPA).
8. Principles and practices of effective supervision and leadership.
9. Principles, practices, methods and techniques of program, administrative and organizational analysis, and planning and management as applicable to assigned area.
10. Practices and methods of organizational improvement and culture change.

11. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
12. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

**Skills and Abilities to:**

1. Coordinate and oversee the daily operations and activities of the District IT User Support help desk function.
2. Assign, inspect, review and approve work completed by assigned staff, student workers, volunteers and vendors.
3. Provide for program reporting and accountability.
4. Prepare comprehensive reports and reviews.
5. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
6. Implement policies and guidelines for assigned functions.
7. Recruit, train, supervise, and evaluate personnel.
8. Plan and organize work to meet schedules.
9. Present solutions to management with confidence and effectiveness.
10. Determine work priorities and analyze situations using sound judgment in the application of policies, rules, regulations and standard operating procedures.
11. Estimate and ensure adequate resources to meet labor, material, and time requirements.
12. Understand, interpret, explain and apply applicable rules, regulations, policies and procedures, laws, codes and ordinances.
13. Build and foster knowledgeable, cohesive and effective work teams.
14. Establish and maintain cooperative and effective working relationships with others.
15. Operate a computer, assigned office equipment and standard business applications.

**Education and Experience:**

1. A bachelor's degree from an accredited institution in information technology, computer science, business administration or a closely related field and two years of progressively responsible experience providing computer help desk services.
2. Two years of progressively responsible experience in IT and printing services, including one year of lead or supervisory experience.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socio-economic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**Desirable Qualifications:**

1. Prior experience in student support services in an academic setting providing detailed computer-related technical services.
2. Experience with printing service and mail service operations preferred.

## **WORKING ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

### **Physical Demands:**

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas clearly and effectively using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025

Salary Range: S-120

EEO Category: 2B2- Other Professionals