San Jose/Evergreen Community College District
Supervisor Position Job Description

Position: Supervisor, Campus Technology Support Services   **Department:** Administrative Services

College: San Jose City & Evergreen Valley College   **Date:** June 11, 2014

POSITION PURPOSE

Reporting to the Vice President of Administrative Services, the Supervisor of Campus Technology Support Services oversees the daily operations and direction of the Campus Technology Support Services (CTSS) department.

NATURE and SCOPE

The Supervisor of Campus Technology Support Services will provide direction and supervision of comprehensive campus technology support services, including the lead responsibility for ordering, maintaining, and servicing computers, networks, audio-visual, video, television, academic and classroom applications. In addition, this individual will supervise, assign and review the work of staff responsible for operating and maintaining campus website, computer equipment and related data center systems.

KEY DUTIES and RESPONSIBILITIES

1. In collaboration with District ITSS Leadership, plan, prioritize, assign, supervise, train, and evaluate Campus Technology Support & Services staff in the service and maintenance of computers, network equipment, telecommunications, audio-visual, videoconference equipment and related media.

2. Perform a variety of analytical and technical functions involved in evaluating computer, networking and technology needs; and a variety of technical and administrative tasks relative to assigned area of responsibility.

3. Serve as liaison with faculty, staff and outside agencies regarding inquires and service request such as video teleconferencing. Coordinate the work among staff to support users.

4. Establish and monitor schedules for maintaining the performance of computing systems including environmental systems, network and telecommunications systems, and audio-visual equipment.

5. Perform physical planning and generate usage statistics. Maintain equipment inventory and prepare analytical and statistical reports on operations and activities.

6. Interpret, and/or implement District or CTSS policies, procedures and programs.

7. Work with District ITSS, and Bond Program management team, to develop, implement, and sustain district-wide technology plans and efforts.

8. Identify equipment and media needs; develop criteria and specifications for new equipment; arrange for display, demonstration, testing, evaluation and instruction in the use of the latest technology and systems.

9. Oversee maintenance of asset management records on all hardware and software parts/equipment purchased by the College.

10. Participate in the preparation and administration of department budget; submit budget recommendations. Monitor expenditures.

11. Work with the Deans and Campus Technology Committee (CTC) in determining future resource requirements for computing, network and communications system modification and upgrades; take a leadership role in developing and implementing Campus Technology Plan.

12. Develop and publicize procedures and guidelines that facilitate and encourage identification and use of instructional media and equipment by faculty and staff.

13. Develop guidelines regarding copyright law for duplication of audio and video materials. Assist faculty and staff with duplication and distribution of duplicated materials.

14. Recommend and develop specifications for computer and telecommunication equipment and systems. Coordinate network activities with ITSS.

15. Participate in the campus website revamp project. Maintain the functionality and accountability of campus website.

16. Create and present technology and other related trainings to the campus community.

17. Engage in professional development activities, keeping campus up to date on current and future technology trends.

18. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Principles of supervision, training and performance evaluation.

2. Computer hardware systems, software applications used in college operations.

3. Operation of workstations, hardware and software, and audio-visual equipment applications and diagnostics.

4. Inventory methods and techniques.

5. District policies and procedures.

6. Wired and Wireless network functions and troubleshooting.

7. Desktop support operations in a college setting.

8. Academic and classroom applications and hardware.

9. Windows operating systems.

10. Apple operating systems.

11. Mobile device operating systems such as Android and Apple platforms for mobile phones and tablets.

Abilities to:

1. Provide overall direction and guidance to the day-to-day operations, problem solving and decision-making regarding a large-scale and complex program.

2. Oversee multiple programs simultaneously.

3. Implement program policies and guidelines.

4. Provide for program reporting and accountability.

5. Prepare comprehensive program reports and reviews.

6. Provide work direction and guidance to other program personnel.

7. Establish and monitor program budgets.

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

9. Establish and maintain cooperative and effective working relationships with others.

10. Meet schedules and time lines.

11. Work independently with minimum supervision.

12. Plan and organize work.

Education and Experience:

1. Bachelor's degree in Computer Science, Telecommunications or related field or equivalent.

2. Five years of increasingly responsible and specialized work experience in the installation, repair and maintenance of advanced computer, audio visual, telecommunications and video conferencing equipment. Experience must include previous supervisory responsibilities as well as operation of an information technology support function.

3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, 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.

4. Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the District's hiring policy or demonstrated equivalent transferable skills to do so.

WORKING CONDITIONS:

1. Typical office environment.

Date Approved: 10/11/05, 6/10/14
Salary Range: S142
EEO-Category: 2B2 – Other Professionals