

DOUGLAS COUNTY SCHOOL DISTRICT

Position Title: Desktop Support Manager

Reports to: Technology Services Director; Information & Technology Services

POSITION SUMMARY

Ensures the availability, support & maintenance of data resources at the desktop (computers, cabling, printers, handhelds, servers), for classroom instruction, administration, and support services personnel.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Q 15% Develop and monitor standards for computers to insure performance, reliability, and connectivity within the existing TCP/IP WAN environment including IP addressing, file sharing, backup, imaging, and required application accessibility.
- D 15% Directs human resources activities for Desktop Support Technicians: hires/mentors/disciplines/terminates; ensures professional development and conducts evaluations.
- W 10% Develop and maintain accurate asset management statistics such as current inventory, obsolescence, disposal quantities and dates, refresh data, and warranty/repair inventories.
- M 10% Review, analyze and implement sound strategies and procedures for workstation setup and maintenance to include imaging, software licensing by school site, and bench repairs.
- Q 10% Ensure regular review, inventory, and preventive maintenance of desktop environment including scheduling downtime to accomplish necessary application upgrades in a manner that minimizes impact to clients and students.
- Q 10% Collaborate with school personnel to plan, discuss, and optimize desktop capabilities for current and requested applications and facilities.
- D 10% Evaluate requirements and requests from all departments as they relate to support impacts and infrastructure changes to identify feasibility in terms of costs, timeframes, support issues, and connectivity required.
- D 10% Coordinate project management and scheduling between construction, ITS, vendors, and purchasing staff providing workstations, peripherals, and software applications for school facilities.
- D 5% Assist Director of Technology Services in budgeting, organizing, planning, and tracking operating costs relating to the District's desktop support team.
- 5% Performs other related duties as assigned or requested.

MINIMUM EDUCATION OR FORMAL TRAINING

Associate Degree in Computer Sciences, Information Systems or equivalent experience and training. Prefer specific training in support of Enterprise operating systems, including Apple and Windows-based hardware, wireless and wired (CAT5e) network connectivity, peripherals, and user authentication.

MINIMUM EXPERIENCE

Minimum five years experience managing workstation technical support in a multi-site environment, including coordination among administration, vendors, and contractors;

Moderate experience with multiple tier client/server architecture and WAN / LAN environments.

Advanced experience in project management, including budget oversight.

SKILL REQUIREMENTS

Computer Applications
Excellent verbal and written communication skills
Strong organization, analytical, and prioritizing skills

GENERAL EXPECTATIONS

Has a customer-service orientation.
Able to work under high stress conditions, including frequent emergency technology service requests requiring over time commitments.
Able to keep current with evolving technologies applicable to a K-12 school environment.
Able to work cooperatively with administrators and co-workers.
Able to understand and follow complex oral and written instructions.
Able to effectively communicate with the school district community.
Maintain a generally positive attitude.
Observe all District policies and procedures.

LICENSES OR CERTIFICATION – Valid Colorado Driver’s License

ESSENTIAL ENVIRONMENTAL DEMANDS

Mostly clean and comfortable.

ESSENTIAL PHYSICAL REQUIREMENTS

Daily travel throughout 900 sq mi school district, requiring personal vehicle.
Occasional lifting of up to eighty (80) pounds.
Frequent bending, stooping, walking, crawling, standing, kneeling, squatting, reaching, and sitting.

SUPERVISORY DUTIES – Provides direct supervision 15 or more Desktop Support Technicians.

WAGE SCHEDULE – Prof/Tech Range 4

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This job description is not intended to create any express or implied contract of employment or expectancy of continued employment for any definite term.