



Job Title: Technology Support Supervisor

CLASSIFICATION DESCRIPTION

Department: Information Technology Support

Pay Grade: 111

FLSA Status: Non-exempt

Remote Work Eligible: No

JOB SUMMARY

This position is responsible for supervising technical support staff and ensuring personal computers, networks, and related hardware and software are operating correctly. Duties include: enhancing end-user IT knowledge and capabilities; streamlining technology-related operations including the Technical Support Desk; providing necessary training for end-users and stakeholders; and monitoring Technical Support Desk projects.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Supervises staff; prioritizes and assigns work; evaluates performance; trains; ensures staff follow policies and safety guidelines; and makes hiring, firing, and disciplinary recommendations.
- Oversees and participates in the daily operations of the Technical Support Desk including: fielding and reviewing Technical Support Desk calls for services; ensuring the proper handling of problems and issues; troubleshooting equipment and service problems; working with individual and group end-users to resolve technology issues; providing customer service; and providing timely and accurate feedback.
- Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.
- Troubleshoots, diagnoses, reports on, and resolves problems associated with applicable information technology equipment and software.
- Prepares, reviews, and approves a variety of operational records and reports.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Bachelor's Degree in Information Technology or a related field; three (3) years of related work experience in technology support; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Prepared: February 2023

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Supervisory principles;
- Project coordination principles;
- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Technology troubleshooting techniques.
- Customer service principles;
- Applicable hand tools and diagnostic equipment;
- Call monitoring systems and call reporting systems;
- Work ticket application systems;
- Recordkeeping principles;
- Inventory principles; and
- Computers and related software applications.

Skills in:

- Repairing hardware, software, and peripherals;
- Training teams and individuals;
- Using time management;
- Organizing;
- Delivering customer service;
- Installing hardware and software;
- Providing end-user support;
- Communicating technical information to a non-technical audience;
- Ordering and maintaining equipment and inventory;
- Creating and maintaining operational records;
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned workers, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Monitor and evaluate the work of staff;
- Prioritize and assign work; and
- Troubleshoot problems with hardware, software, and peripherals.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

Valid Florida driver's licenses.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	<u>X</u>	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	<u>X</u>
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	<u>X</u>	Reaching – extending hands or arms in any direction.	<u>X</u>

Crawling – moving about on hands, knees, or hands, feet.	<u>X</u>	Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.	<u>X</u>	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.		Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.	<u>X</u>	Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work*: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work*: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work*: Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights, weekends, and holidays. Work may involve some travel.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

May be subjected to electrical currents and workspace restrictions.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.