

Job Title: OPS Technology Support Supervisor

Compensation: \$21.31 - \$21.31

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 8

Position Summary:

Incumbents supervise technical support staff and ensure personal computers, networks and related hardware and software are operating correctly. Responsibilities may include purchasing equipment; monitoring help desk projects; and performs related duties

Requirements:

Education:

Associate's degree in information technology or a related field.

Experience:

Three to five years experience in technology support.

** An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

Knowledge:

- 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;
- Recordkeeping principles;
- Inventory principles;

- Computers and related software applications.

Skills:

- Monitoring and evaluating the work of staff;
- Prioritizing and assigning work;
- Troubleshooting and repairing hardware, software, and peripherals;
- Providing end-user support;
- Communicating technical information to a non-technical audience;
- Ordering and maintaining equipment and inventory;
- Maintaining operational records;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Physical:

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Responsibilities:

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and	Daily 20%

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	procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.	
2.	Supervises and participates in the day-to-day operations of assigned department, which may include: coordinating equipment purchase and set up; troubleshooting equipment and service problems; reviewing help desk calls for services and ensuring the proper handling of problems and issues; and/or performing other related activities.	Daily 30%
3.	Sets up, installs, configures, tests, updates, and maintains computers, peripheral devices, and/or related software and hardware; repairs computers and peripheral devices.	Daily 15%
4.	Troubleshoots, diagnoses, reports on, and resolves problems associated with applicable information technology equipment and software.	Daily 15%
5.	Monitors inventory and may be responsible for purchasing and ordering equipment.	Daily 10%
6.	Prepares, reviews, and approves a variety operational records and reports.	Daily 10%
7.	Performs other duties of a similar nature or level.	As Required

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