CLASS TITLE: COMPUTER/NETWORK SERVICES SUPERVISOR

BASIC FUNCTION:

Under the supervision of the Director-Technology Services and general direction of the Chief Technology Officer, organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; oversee and participate in the planning, design, set-up, development and modification of computer and network systems; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Organize and supervise operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; prioritize installation, maintenance and repair needs, coordinate project assignments and establish time lines.

Oversee and participate in the planning, design, set-up, development and modification of computer and network systems; supervise the design, installation, operation, maintenance and repair of Local Area Networks (LANs) and Wide Area Networks (WANs); assure proper installation of server and work station software and test applications to assure proper operation.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work to assure accuracy and completeness; schedule staff to meet technology needs, priorities and time lines.

Oversee the installation, configuration, upgrading and operation of a variety of hardware, software and equipment including cabling, servers, hubs, routers, switches and applications to enhance and assure proper operation of assigned computer systems; set up new printers, iPods and iPads; install and set up security software and assure proper operation of software.

Provide consultation concerning computer systems, equipment and malfunctions; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.

Coordinate communications and information between other departments to meet computer hardware, software, peripheral and network system needs; assist users in the proper use of their equipment; provide training for end users in various software applications.

Transfer or migrate user data; backup user data onto an external hard drive or connect old computers to new computers to transfer data via firewire cable; assure users have access to data.

Operate a variety of technical equipment including testers, meters, analyzers and a variety of hand and power tools; drive a vehicle to conduct work.

Communicate with school sites

Provide consultation to personnel and others concerning computer systems, equipment and malfunctions.
Maintain current knowledge of technological advances in the field.
Plan and organize work.
Meet schedules and time lines.