This is a description of the primary responsibilities, functions, and requirements of this assignment and is therefore not considered to be a comprehensive statement of every responsibility, duty, or task that may be performed. Employees may be assigned similar or related work and any other work necessary to accomplish assigned responsibilities. Individual work assignments may vary by supervisor or department.

JOB DESCRIPTION

ASSIGNMENT TITLE:
Technology Support Manager

DEPARTMENT:
Technology Services

EMPLOYMENT TERM:
12 Months

GRADE:
G-217

REPORTS TO: Director, Technology

SUPERVISES: School Technology Specialists

JOB SUMMARY

Manages inventory of, and technical support for, all student and staff computers, laptops, desktops, tablets, personal devices, electronic white boards and associated classroom technology in support of curricular and administrative programs.

ESSENTIAL DUTIES

1. Supervises and coordinates activities of school level technology staff for implementation and support of all Hampton City Schools classroom, lab and administrative technology. Manages work queues, monitors effectiveness and designs work processed for optimized responsiveness and efficiency of building technicians. Develops technical support documentation, videos, reference guides and other resources as required to inform and educate staff and customers.

2. Collaborates with district and school administrators to ensure integrated and successful planning, development, and implementation of technology projects to meet HCS goals and to ensure data integrity and security. Collaborates with central office and school administration to develop and implement best practices for online classes, online testing, one-to-one initiatives and general use of other classroom and office technology.

3. Serves as primary technical support contact for Hampton City Schools staff, software developers, and vendors.

4. Develops procedures and plans for technology deployments. Manages inventory of technology assets, develops and recommends replacement schedules. Provides budget estimates and projections for repairs, replacements and other technology asset management costs.

5. Researches, plans, designs, and implements new hardware/software technology upgrades or changes. Assesses requirements and allocates resources to meet division's technical support and

equipment needs. Coordinates and supervises computer systems testing to identify and resolve problems. Develops procedures and schedules for technical implementation.

JOB SPECIFICATIONS

Education
Bachelor's Degree in information technology/information systems or related field.

License
Valid driver's license.

Experience
6 - 8 years technology support experience. Some management experience preferred.

Essential Technical/Motor Skills
Ability to manipulate computer hardware, software, and general office equipment.

Interpersonal Skills
Ability to positively interact and communicate effectively, both orally and in writing, with employees, management, co-workers, other Hampton City Schools employees, and the general public. Ability to work with all levels of school-based personnel with varying levels of technical knowledge.

Essential Physical Requirements
Ability to sit for long periods of time. Ability to travel to and from Hampton City Schools facilities.

Essential Cognitive Skills
Ability to work under stress and adapt to stringent deadlines. Ability to organize and prioritize work. Ability to interpret highly technical manuals covering computer hardware, software, and related concepts, principles, and practices. Thorough knowledge of a variety of computer operating systems, network technologies and protocols, and supported software packages. Advanced technical knowledge of installation, maintenance, and troubleshooting procedures for servers, computers, and related hardware. Ability to advance with changing technology and applications as they become available. Strong documentation skills.

Essential Sensory Requirements
Ability to visually assess technical manuals. Ability to communicate via e-mail or telephone to a variety of groups.

Working Conditions
Little to no adverse working conditions.

DATES		
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