

**Enterprise Elementary  
School District  
Job Description**

Job Title: Technology Support Manager (Classified Management Position)  
Department: Instructional Services  
Reports To: Director of Technology or Designee  
Range: Range E -- Classified Manager Salary Schedule  
Prepared By: Assistant Director of Human Resources  
Prepared Date: October 9, 2019  
Approved By: Board of Education  
Approved Date: November 6, 2019

**SUMMARY**

Under the supervision of the Director of Technology, working closely with administrators, functions as a department lead, assists in the maintenance, design, repair and implementation of all district technology including (internet, telecommunications & email). Coordinates and provides technical support for PC and other technical applications which include diagnosing, and repairing of hardware. Provides training for all district staff as assigned. Provides input regarding ongoing analysis and coordination of district technical needs in Instruction, Business and Human Resources. Provides input on technology staff evaluations and performs specialized duties that require access to and possession of information relating to employer-employee relations;

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Build and maintain positive relationships with public officials, school employees, parents, students and vendors using effective verbal/non-verbal skills
- Maintain personal hygiene and wear appropriate attire for the position
- Work with others as a team in a fast paced environment
- Effectively use conflict resolution skills
- Effectively communicate problems that arise to supervisor
- Maintain a high level of confidentiality
- Functions as a day-to-day lead for technology department staff
- Ability to communicate effectively with others, good listener
- Acts as liaison among internal, external district customer groups
- Assists in the consultation and collaboration with outside agencies in the design, installation and maintenance of local and wide area networks
- Develops and supports specific programs and applications
- Helps users select and use software
- Knowledge of state and district technology trends and expectations
- Installs, maintains, trains, enhances existing networks and systems for school libraries, science building, video studio, classrooms, and offices
- Maintains inventory on all district computer equipment
- Knowledge and experience with Cisco/Meraki systems
- Proficient in project management
- Maintenance of system and software applications, hardware and software diagnostics
- Provides technical support to all users
- Supports network applications on Network, such as, but not limited to, Windows NT, Appleshare and Lantastic Servers.
- Supports network applications, such as, but not limited to, Windows 2003 and above, VOIP, CISCO, Meraki, WCS, ACS, Active Directory, Domain Control and DHCP Services
- Prioritizes department tasks based on District criterion

- Possesses understanding of curriculum needs in relation to technical applications
- Willingness to learn or possess knowledge and skills required to install and maintain connectivity: servers, print servers, modems, switches, routers, etc.
- Works independently and as a team member
- Provides input to supervisor for technology staff evaluation.
- Travels to various schools in the District, District Office, businesses and other locations as needed to perform District approved business.
- Perform other duties which reasonably relate to the position

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Must possess a valid California Driver's License and be able to provide a reliable private vehicle to perform duties that require travel. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

- Bachelors degree (B.S.) from four-year college or university preferred
- A minimum of two years of directly related experience and/or training is required.
- Four years of directly related experience is highly desired.
- Possesses in-depth understanding of various computer architecture, PC, Mac and Chromebook families
- Experience with repair and maintenance of computer and other technology equipment

### **LANGUAGE SKILLS**

- Ability to read, analyze and interpret professional and technical journals, technical procedures and governmental regulations.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to make effectively present information and respond to questions from groups of administrators, clients, customers, all levels of staff and the general public.
- Ability to communicate effectively with diversified groups and individuals

### **MATHEMATICAL SKILLS**

- Ability to work with mathematical concepts such as probability and statistical inference
- Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

### **REASONING ABILITY**

- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid California driver's license.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, sit, climb or balance, and stoop, kneel, crouch, or crawl. The employee is occasionally required to taste or

smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

  
\_\_\_\_\_  
Superintendent

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Board Approval (Clerk)

  
\_\_\_\_\_  
Date