



DEER VALLEY

Unified School District

JOB DESCRIPTION

JOB TITLE: **Supervisor, Computer Network Technician**

Position Type: Exempt	Department: Information Services and Technology
Salary Schedule: Exempt	Reports to: Information Services and Technology Chief Information Officer
Salary Range: Range 4	
Term of Employment: 12 months	Date: April 28, 2022
Shift: Day	Approved by: Human Resources

POSITION SUMMARY:

Position is responsible for managing a team of Computer Network Technicians (CNT), monitoring work performance and projects, coordinating the purchase, repair and replacement of all District computers and peripheral equipment, ensuring Help Desk tickets are addressed within reasonable time frames, and all District locations are utilizing equipment meeting the standards as set by the District. Must have prior supervisory experience and have had either CNT working experience or similar working experience.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

ESSENTIAL FUNCTIONS:

- Monitors the status of technology on all campuses assigned to the CNT positions they supervise. Insures that all technology on these campuses is maintained to district standards.
- Monitors and develops new processes to increase effectiveness and overall efficiencies.
- Collaborates in the creation of CNT training material and conducts or participates in CNT training.
- Assists in the creation of CNT training material and conduct or participates in CNT training.
- Interviewing and hiring of additional or replacement CNT candidates.
- Review Kronos time logs for supervised CNT's.
- Maintains technical proficiency and is able to cover for any CNT absence.
- Stays current on all network, server, desktop, security and software implemented in the district by IS&T.
- Actively manage and coordinate support of all deployed IT devices within the district.
- Add, modify, update and maintain all, tickets, devices, clients, assets, parts, techs, and reporting in the Web Help Desk system.
- Query, import, extract and manipulate asset data to provide real time

summaries of asset population and locations for management and budgetary needs.

- Coordinate annual equipment upgrade projects.
- Coordinates end users technology life cycle and follows district asset disposal procedures.
- Track daily Help Desk ticket statistics to produce accurate monthly and annual records of past performance and future projections.
- Update and maintain IS&T documentation on the DVUSD portal to ensure information is current and correct.
- Track acquisition of new assets. Add to WHD database, create distribution/replacement plans and implement them.
- Meet with campus administration to assist them with their technology needs, planning for new equipment, moves and removals of same.
- Plan, schedule, track daily work routines for CNTs.
- Plan, schedule, track projects for technology additions, moves and removals.
- Effectively communicate with all levels of staff at District Office and schools to roll out new projects and investigate and resolve issues.
- Plan and hold monthly CNT training meetings to keep techs up to date on changes, policies, & resources. Ensure district and department objectives are met.
- Continually seeks opportunities to increase internal client satisfaction and deepen client relationships. Track client satisfaction through internal survey process.
- Working with the District CIO, establishes and maintains standards and procedures. Communicates these to the IS&T staff to ensure standards and procedures are enforced.
- Demonstrates a positive attitude and possesses the ability to infuse into staff a high level of passion and dedication with strong leadership skills.
- Must be accessible throughout the workday for administrators.
- Must meet any additional specific job requirements as indicated by the department.

MARGINAL DUTIES:

- Other job related duties as assigned by the District CIO.
- Assist other personnel as may be required for the purpose of supporting them in the completion of their work activities.

SUPERVISORY RESPONSIBILITIES:

- Manages a total of 10-18 employees (CNT's) in the District Office IS&T Department.
- Monitors, mentors, evaluates and provides performance feedback for all managed staff.
- Measures personnel performance and recommends the hiring, placement, promotion, suspension or termination of employees that report to this position.
- Carries out managerial responsibilities in accordance with the organization's policies and applicable laws.
- Evaluates personnel in accordance with district and state policies/timelines.

SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:

- Demonstrates the ability and desire to provide outstanding customer service.
- Demonstrates the ability to work effectively under time constraints.

- Must be able to comply with the District's attendance standards as described in established guidelines.
- Must maintain a well-groomed appearance.
- Must be a team player and get along well with others.
- Must be organized with the ability to multitask.
- Must be detail-oriented and self-motivated.
- Familiarity with Excel spreadsheets and pivot tables.
- Handwriting must be legible.
- Must have excellent collaborative problem solving skills and communication skills both verbal and written.
- Must have excellent memory and ability to function well under stress.
- Must be able to work independently with minimal supervision and/or assistance.
- Must demonstrate an extremely high regard for confidential and sensitive information.
- Must demonstrate flexibility, common sense, and good judgment.
- Must have ability to keep abreast of information pertinent to the job.
- Must have a basic knowledge of computers.
- Adheres to the district/department vision, mission and goals in collaboration with staff and District CIO.
- Develops and demonstrates progress of district/department goals.
- Is receptive to ideas, issues and concerns presented by all constituents.
- Provides purpose and direction for individuals and groups within the schools and/or departments.
- Evaluates personnel in accordance with district and state policies/timelines.
- Maintains accessibility, listens to seek clarity and responds in a timely manner.
- Conscientiously fulfills responsibilities and follows directives by meeting deadlines.
- Participates in district professional development activities in a timely manner.
- Demonstrates knowledge of and adheres to district policies and administrative procedures.
- Completes assigned tasks and projects in a competent and timely fashion.
- Adheres to legal and procedural guidelines regarding confidentiality and disclosure of information.
- Demonstrates effective management of all fiscal resources and responsibilities.
- Makes clear and well-defined decisions.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED:

- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION AND/OR EXPERIENCE:

- High school diploma or general education degree (GED).
- Two years related experience and/or training.
- Equivalent combination of education and experience.
- Previous management or supervisory experience.

LANGUAGE SKILLS:

- Demonstrates the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Demonstrates the ability to write routine reports or correspondence.
- Demonstrates the ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS:

- Demonstrates the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Is able to apply concepts of basic algebra and geometry.

REASONING ABILITY:

- Demonstrates the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Is able to read and interpret a variety of instructions and data furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

- Regularly required to stand, reach with hands and arms, talk or hear and taste or smell.
- Frequently required to use hands to type on a keyboard, finger, handle, or feel objects, tools, or controls.
- Must be able to walk, and occasionally climb or balance; stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 30 lbs.
- Must have close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Must be able to work seated or standing at a computer for extended periods of time.

ENVIRONMENTAL CONDITIONS:

- The noise level in the work environment is usually moderate.

COMMENTS:

This job description is intended to be representative of the work performed by employees in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities as defined by the District CIO. This is a temporary management guide tool, subject to change.