



JOB DESCRIPTION

JOB TITLE: **Client & Endpoint Support Manager I**

Position Type: <b>Exempt</b>	Department: <b>Information Services and Technology</b>
Salary Schedule: <b>Exempt</b>	Location: <b>Administrative Center</b>
Salary Range: <b>6</b>	Reports to: <b>Chief Information Officer or Designee</b>
Term of Employment: <b>12 months</b>	Date: <b>August 29, 2022</b>
Shift: <b>Day</b>	Approved by: <b>Human Resources</b>

**POSITION SUMMARY:**

To maximize the District's effective use of Information Technology resources including but not limited to server and workstation endpoint hardware and software. Supervise and train key IT staff. Maintain security and monitor policy enforcement.

*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:**

- Plans, organizes and controls the overall implementation of the District's Windows workstation and server endpoint security profile (i.e, Zenworks, SCCM, Virus Protection).
- Plans, organizes and controls the district's operating system standards and implementation for Windows workstations and servers.
- Communicates and plans future implementations with peer technical staff and department and district leadership.
- Understands and practices necessary disciplines needed to manage using the ITIL framework including Capacity Planning, Performance Management, Configuration Management, Project Management, Storage Management, Disaster Recovery and Business Continuity.
- Provides technical direction for the development, design, and systems integration from definition phase through implementation.
- Monitors and reports system performance, recommends plans to implement new hardware to replace outdated systems and facilitate computer security related issues.
- Analyzes the technical needs of the District to develop or recommend system solutions to provide for those needs.

- Continually seeks opportunities to increase internal client satisfaction and deepen client relationships.
- Mentors key technical staff.
- Measures personnel performance and recommends the hiring, placement, promotion, suspension or termination of employees that report to this position.
- Working with the Chief Information Officer or designee to establish and maintain standards and procedures. Communicates these to IS&T staff to ensure that the standards and procedures are enforced
- Reviews the progress of all active implementation plans, taking Corrective action as needed.
- 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:**

- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Completes other job related duties as assigned by the supervisor.

**SUPERVISORY RESPONSIBILITIES:**

- Supervises assigned PC Network technicians.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**OTHER SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:**

- Possesses excellent problem-solving skills and communication skills, both verbal and written.
- Demonstrates the ability and desire to provide outstanding customer service.
- Demonstrates the ability to effectively use technology as a tool for planning and implementing instructional strategies.
- Demonstrates the ability to work effectively under time constraints.
- Must be organized with the ability to multitask.
- Must be detail-oriented and self-motivated.
- 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 maintain a well-groomed appearance.
- Must have a basic knowledge of computers.
- Adheres to the district/department vision, mission and goals in collaboration with staff and supervisor.

- 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.
- Demonstrates clear articulation of content accurate information through both oral and written communication.
- Demonstrates collaborative problem-solving skills.
- Participates in district professional development activities in a timely manner.
- Uses professional day in a productive manner.
- Demonstrates knowledge of and adheres to district policies and administrative procedures.
- Demonstrates a personal and professional code of ethics.
- 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:**

- Bachelor's Degree (B.A.) in business, computer science, or related field is preferred.
- Minimum of five years' experience in Server OS, Workstation OS, Security (Desktop, Intrusion, Network, Server).
- Possess excellent problem-solving skills and communication skills, both verbal and written.
- Experience in supervision of staff.

**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 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.

**ENVIRONMENTAL CONDITIONS:**

- While performing the duties of this job, the employee occasionally works near moving mechanical parts; in high, precarious places; and in outside weather conditions and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.
- The noise level in the work environment is usually moderate.
- 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.

**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 supervisor.*

*This is a temporary management guide tool, subject to change.*