

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPERVISOR-FIELD TECHNICIANS TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Reporting to the Director of IT Support Systems, this position ensures high levels of IT customer service and is the leader in charge of ensuring delivery of service-oriented technical support to GCS faculty, staff, and students for a variety of hardware, software, operating systems and network needs. Serving as part of Technology Services leadership team, this individual will have ownership and accountability for all operations and effectiveness over the Field Technician Support team.

The successful candidate will be responsible for directing and implementing a wide range of IT support solutions customized for the classroom, school building, or district program areas and services within the framework of our educational environment. This position will collaborate with leadership and decision makers to identify, recommend, implement, and support cost-effective technology solutions for incorporation within the district's educational landscape.

The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, account provisioning, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Effectively lead, guide, manage, and mentor a team of internal and external technical resources to deliver high quality of services to district stakeholders.

Ensures execution and delivery of IT project portfolio and initiatives.

Monitors for response-time of team services.

Provide, facilitate, and/or assist with new-hire training when necessary.

Implement, monitor, and review team and employee performance statics.

Manage job performance of the team leads, including coaching, feedback, schedule requests, and bi-annual performance evaluations.

Providing leadership in the establishment of workflows, priorities, and support systems that enhance services in support of teaching and learning.

Partner with stakeholders to identify, develop, implement, and assess emerging technology strategies.

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Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Report trends and provides feedback to IT operations, senior managers and other team members.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Develops and implements methodologies to improve ticket resolution, to manage customer perceptions, and to build strong internal and external relationships.

Oversees the creation and sustainability of standard operational procedures, best practices and other relevant documentation based on best practices, real-time and historical data and reporting.

Develops an effective process for prioritizing and managing cross-functional IT projects.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned.

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MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree or equivalent work experience preferred with a minimum of 3 years of management and leadership experience within an IT department environment. Strong working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include: server platform experience; wired / wireless network configuration and support experience; and VOIP/Telephony services experience. Additionally, preferred candidate will have experience within an enterprise-scale cloud and/or hybrid infrastructure, architecture designs, migrations, and/or technology management; OS, iOS and MacOS related technical support or training to end-users; as well as MDM products and peripheral technologies (JAMF and InTune preferred). CCNA and CETL or other IT certifications related to this area. If not held, certifications will be required to be obtained within one year of employment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, typewriters, copiers, facsimile machines, calculators, etc. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body. Light Work usually requires walking or standing to a significant degree.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, articles, applications, etc. Requires the ability to prepare correspondence, reports, forms, position papers, evaluations, budgets, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the principles of descriptive statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

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Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Proven leadership skills with the ability to coach team members.

History of direct decision-making capabilities overseeing enterprise systems, applications, and operations.

Experience with personnel management, staffing, and scheduling.

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Able to effectively influence and develop strong relationships with key stakeholders.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.