

Jordan School District
ADMINISTRATION JOB DESCRIPTION

Job Title: **Support Services Manager (M94)** Lane Placement: X4
 Department / Location: Information Systems
 Supervisor's Title: Director of Information Systems Contract: 245 Days
 FLSA Classification: Exempt Hours per Day: 8
 Original date: 06/93 Revised: 03/97 Revised: 03/09 Revised: 12/22

GENERAL FUNCTION

Under the supervision of the director of information systems, the **Support Services Manager** is responsible for providing direction and leadership for the overall design, implementation, management, security, training, maintenance and operation of enterprise applications and related business process analyses, customer support, and service desk activities of the District. Provides leadership in all aspects of planning and project management for new systems and services, analyzes impact on existing resources, and develops technical recommendations for future growth and development. Manages enterprise-level information technology support services and associated staff to support mission-critical applications and systems.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Direct all aspects of the operation, maintenance and technical customer support services for all enterprise applications District-wide.
- Design, implement, monitor and prioritize technology project plans to effectively use existing resources to address multiple projects. Schedule and prioritize staff projects to meet customer needs while minimizing impact.
- Coordinate the collection, distribution, analysis and reporting of data from various sources; specifically to meet State/Federal reporting requirements and deadlines.
- Serve as a technical resource expert in the area of designing, implementing, troubleshooting and training of staff to support enterprise applications and systems.
- Provide direction, training, leadership and supervision to customer support and service desk staff to achieve successful performance of tasks and responsibilities while encouraging innovation. Administer personnel policies, make employment decisions and evaluate employee performance as an authorized evaluator under the Jordan Classified Evaluation System.
- Contribute to the training and development of information systems staff in direct support of information systems delivery of services.
- Facilitate the development and implementation of processes that improve efficiency and enhance productivity.
- Provide for the process definitions, management and improvement of office automation and end user computing applications and utilization.
- Identify and understand customer expectations in order to improve service quality. Anticipate and identify potential problems before they occur and implements solutions.
- Identify, consult with and respond to site organization problems and concerns in regard to office automation, end user applications and training. Identify procedures and provide instruction, direction and follow-up to customers.
- Analyze the training needs of customers, develop classroom curriculum and provide quality individual and group training programs.
- Coordinate the purchase and installation of personal computer hardware and software.
- Establish product, direction and platform standards and investigate, evaluate and recommend state-of-the-art technology.
- Facilitate the analysis, design, training and implementation of change to enterprise systems and identify the impact, cost, benefit and risk of change to enterprise systems.
- Develop budget projections and monitors budget expenditures.

- Communicate (written and oral) effectively with end-users, administrators, vendors and partners in a timely manner. Respond to and support other areas of the information systems department team in accomplishing their assigned responsibilities.
- Requires evening, late night and weekend work to meet deadlines and priorities.
- This position requires punctual and regular daily attendance at assigned location.

NON-ESSENTIAL FUNCTIONS

- Maintains professional competence by reviewing appropriate literature and participating in appropriate organizations.
- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:

- Requires High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires a Bachelor's degree in a computer science, information systems or related technical field of study PLUS five (5) years of successful job related work experience or an equivalent combination of education and experience.
- Requires management and leadership skills to manage multiple projects, motivate staff, create a positive customer service team-oriented work environment and develop future plans and budgets. Experience in team leadership, project management or direct supervision preferred.
- Requires a high level of technical background knowledge and experience to assist and evaluate customer needs.
- Experience in K-12 school setting and knowledge of K-12 enterprise applications preferred.
- Requires technical knowledge of office software, computer equipment and peripherals.
- Requires effective written and verbal communication skills to interact with individuals and groups at all organizational levels, external vendors and other service providers.
- Ability to work through highly complex technical troubleshooting processes to lead staff through the same processes.
- Ability to make mission-critical decisions in support of enterprise applications.
- Ability to train other staff in the use of system software to increase their skills and knowledge.
- Ability to make proper work decisions to effectively address multiple priorities at one time and optimize the use of staff time.
- Requires ability to provide leadership that supports teamwork and customer service skills.
- Ability to work well with frequent interruptions.
- Requires a valid Utah driver license.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:

- Office equipment and computer hardware, software and peripherals.

Physical Requirements – Not limited to the following:

- Periodic lifting (not over 50 pounds) of computer hardware and paper supplies.
- Local travel to schools and other District sites.
- While performing the duties of the job, the employee is regularly required to sit, stand, walk, talk and hear. The employee frequently is required to use hands to finger, handle, type and feel and must reach with hands and arms.
- Incumbent must be able to manage periodic high-stress situations.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*