



Position Description

End-User Support Manager

*Salary Level: **Similar to Act 93***

*Contract/Benefits: **Similar to Act 93***

*Department or Area: **Information Technology***

*Reports To: **Network Manager / Director of Technology***

*Prepared Date: **April 19, 2024***

*Prepared by: **Byron McCook Ed.D, Technology Consultant***

*Approved By: **William Seng, Director of Human Resources***

Qualifications:

1. Bachelor's degree in Computer Science or related field, or comparable experience managing information technology end-user support staff and systems.
2. Minimum 3 years of experience in technology field supporting and managing end-user support staff and systems.
3. Excellent communication skills.
4. Satisfactory work record & criminal/child abuse clearances (Acts 34, 114, and 151).
5. Command knowledge of the operation, configuration, and maintenance of end-user technology such as windows, iOS, Google and other on-premise or cloud based operating systems
6. Three years of experience in managing helpdesk ticketing systems such as ServiceNow or other enterprise ticketing system.
7. Demonstrated experience with inventory management systems tracking IT related equipment.
8. Minimum of 3 years of experience in supporting end-users with network connectivity, Microsoft applications (Word, Excel, PowerPoint), telephony issues, wireless connectivity, and accessing cloud-based resources.
9. Minimum of 3 years of managing and supporting IT service desk operations and staff
10. Minimum of 3 years of experience with desktop IT hardware system device repairs.
11. Experience with vendor collaboration and managing shipping and receiving of large IT related equipment orders and facilitating inventory.
12. Minimum of 3 years of experience with managing end-user LDAP accounts, software installation and licensing, and facilitating device repairs.
13. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

Summary:

To serve as the supervisor of a team of technology desktop support specialists by daily IT support services, managing technology device inventory, address and resolve end-user technical support request, and maintain a culture of continuous improvement.

Essential Duties and Responsibilities:

1. Team Leadership: Lead, mentor, and inspire a team of building level technology desktop support specialists. Provide guidance, coaching, and suggest development opportunities to enhance the team's performance.
2. Team Management: Track and maintain technology desktop support specialist attendance, hours worked, punctuality, workloads, assignment locations, and provide staff evaluations mid-year and annually.
3. Manage Helpdesk Ticketing System: provide system configuration and daily management of the helpdesk ticketing system for responding to, assigning, tracking, and closing help request to assigned to appropriate technical staff.
4. Device Inventory Management: Develop and maintain a system of device inventory management by school building location, device type / model, serial number, person device is assigned to, date of purchase, warranty coverage term, and working condition.
5. Service Desk Operations: Oversee the day-to-day operations of the IT helpdesk, ensuring that end-user requests are handled efficiently, with a focus on resolution time and user satisfaction.
6. Process Improvement: Identify and implement process improvements, best practices, and automation to enhance the efficiency and effectiveness of technological support operations.
7. Device Incident and Problem Management: Manage and resolve technology device incidents such as facilitating device repairs; tracking reports of lost and theft, and device issues or problems while maintaining a proactive approach to prevent recurring issues.
8. Vendor Communication: Collaborate with external technology vendors and partners to ensure the timely delivery of services and adherence to service level agreements when required.
9. End-User Training: Recommend training programs to enhance end-user knowledge and skills, promoting self-service capabilities and reducing support ticket volume.
10. User Satisfaction: Continuously measure and improve end-user satisfaction through surveys, feedback mechanisms, and effective communication.
11. Device Parts Management: Manage the technology device parts needed for facilitating device repairs ensuring optimal resource allocation and cost control.
12. Phone Systems Support: Provide end-user support for phone system usage, extension assignments, and troubleshooting support.
13. All other duties, tasks, and responsibilities as assigned by the Technology Network / Infrastructure Manager or Director of Technology.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Interpersonal Skills

Manages difficult or emotional learning community situations judiciously; Responds to learning community requests for service and assistance; Solicits feedback to improve computer network effectiveness; Meets commitments made to network operations management; Maintains confidentiality; demonstrates objective approaches to communicating with staff and constituents; Exhibits objectivity and openness to the views of others; Speaks clearly and persuasively in positive or negative situations; Listens and solicits clarification; Responds appropriately to questions; Writes

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clearly and effectively; Edits work for spelling and grammar; Varies writing style to meet needs of the audience; Presents numerical data effectively; Works well with others.

Leadership Skills

Develops workable implementation plans; Makes self-accessible to principals and staff; Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Adheres to safety and security procedures; Identifies and resolves problems in a timely manner.

Organizational Skills

Works with accuracy when monitoring all cost-related tasks; Shows respect and sensitivity for cultural differences; Follows policies and procedures; Completes administrative tasks and reports correctly and on time; Supports district's goals and values.

Personal Competencies

Exhibits sound and accurate judgment; Treats people with respect; Works ethically and with integrity; Demonstrates persistence and overcomes obstacles; Prioritizes and plans work activities; Uses time efficiently; Approaches others in a tactful manner; Reacts well under pressure; Demonstrates accuracy and thoroughness; Follows instructions, responds to supervisory direction; Takes responsibility for own actions.

Physical Demands:

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

While performing the duties of this job, the network engineer is regularly required to talk or hear. The network engineer is frequently required to walk, climb stairs, bend, and lift. The network engineer is required to use hands to fingers or handle documents, equipment, tools, telephone, etc. The manager is occasionally required to stand; sit and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Evaluation:

The person filling this position will be evaluated according to an evaluation procedure based on this job description.

Reviewed and read by: _____ Date:

Individual serving in this position