Purpose

The Information Technology Supervisor is primarily responsible for assisting the Director of Information Technology with the activities for the Information Technology department; supervising Help Desk staff and all technicians; managing department budgets; and other related duties as required.

Qualifications and Essential Skills

1. Bachelor's or higher degree in Operations Management, Information Technology, Computer, or related field preferred.
2. Minimum five (5) years of ITS experience which includes least three (3) years in a supervisory role.
3. Excellent customer service, interpersonal and technical support skills.
4. Excellent organizational skills and attention to detail with the ability to work within specific time frames.
5. Strong analytical and problem-solving skills. Applies principles of logic to a variety of intellectual and practical problems.
6. Strong supervisory and leadership skills to include work with Information Technology employees and prioritization of day-to-day departmental activities.
7. Thorough understanding of information technology, microcomputer hardware and software, and networking principles.
8. Thorough understanding of design, installation, maintenance, and operation of workstations.
9. Skill in calculating figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume.
10. Proficient with Microsoft Office Suite or related software.
11. Strong oral and written communication skills with the ability to maintain rapport and composure with parents, students, staff, and the general public.
12. Valid AZ Department of Public Safety (DPS) Identity Verified Print (IVP) Fingerprint Clearance Card.

Essential Functions

1. Assists the Director of Information Technology with recruiting, interviews, hiring, and training IT Specialists.
2. Assists the Director of Information Technology in the supervision of IT Specialists as directed.

3. Oversees the daily workflow of IT Specialists.
4. Provides constructive and timely performance evaluations.
5. Plans, leads, and oversees all IT Specialists operations, technology, and services.
6. Consults with department heads and upper-level management to understand computing needs so as to recommend and implement appropriate hardware and services.
7. Assists with troubleshooting of complex and specialized problems and technology needs.
8. Assist in providing staff development for certified and support staff to improve use of district computers and software.
9. Maintains records, logs, and metrics related to technology service and support.
10. Maintains inventory of workstations, peripherals, software licenses, and other equipment and supplies.
11. Maintains knowledge of trends and developments in technology, systems, applications, and equipment; applies this knowledge to recommend and acquire technology.
12. Reads, analyzes, and interprets written documents such as safety rules, operating and maintenance instructions, and procedure manuals.
13. Responds effectively to inquiries or complaints.
14. Writes routine reports or correspondence clearly and concisely.
15. Makes effective and persuasive presentations to small and large groups.
16. Attends all mandatory trainings as required.
17. Performs other duties as assigned.

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: regularly required to talk and hear; frequently required to use hands to touch, handle, or feel objects, tools, or controls and use a keyboard or keypad; regularly type or enter data using a computer keyboard; operating standard office equipment including utilizing pertinent software applications; planning and managing projects; and preparing and maintaining accurate records. Specific skills include: Skill in overseeing and performing systems analysis programming and customizing computer software to meet the needs of the user; skill in reading, interpreting, and understanding technical program manuals, and skill in establishing and maintaining productive working relations with co-workers and vendors.

KNOWLEDGE is required to perform advanced math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: Knowledge and understanding of the following: Programming languages; knowledge of Microsoft Active Directory; knowledge of principles of computer programming, systems analysis, and database management methods and knowledge of concepts of grammar and punctuation.

ABILITY is required to schedule discussions, and/or meetings; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals

and/or groups; work with similar types of data; and utilize job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is high. Specific ability-based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; working with frequent interruptions; setting priorities; and establishing and maintaining effective working relationships. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision depth perception, and the ability to adjust focus.

Physical Demands

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

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; tracking budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: the employee will be required to reach with hands and arms; some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity; the employee is frequently required to stand, walk, bend, and sit; the employee is occasionally required to climb, or balance and stoop or kneel; the employee must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 35 pounds. Generally, the job requires 10% sitting, 45% walking, and 45% standing. The job is performed under conditions with some exposure to risk of injury and/or illness. The employee will regularly work indoors or outdoors with temperature variations from a controlled environment or extreme weather conditions. The noise level in the work environment is usually moderate to severe. Travel between District campuses and to locations outside the District is required.

Reports to: Director of Information Technology

Terms of Employment: Twelve-month, full-time

Evaluation: This position will be evaluated annually as outlined in Governing Board Policy

FLSA Status: Exempt

Salary: Administrative/Professional Services Initial Placement Salary
Schedule, Supervisor

Board Approval: March 26, 2024 (Revised)