Orange Unified School District
User Support Manager

DEFINITION
Under the direction of the Director of Technology, the User Support Manager provides leadership and direction for the area of technical services including desktop support, help desk, and technical training; oversees the day-to-day operations providing school site and departmental installations, plans and coordinates end-user device application and operating system upgrades, repair, maintenance and customer support; manages technical training of District staff for both hardware and software usage; plans, schedules, coordinates and supervises personnel engaged in technical support services; allocates resources and sets priorities; manages technical and user support District-wide; coordinates with all District management and school site administration to plan, manage and oversee comprehensive technology programs and objectives; performs other duties as required.

EXAMPLES OF DUTIES
The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Manages the installation, repair and maintenance of hardware, software
- Plans and coordinates end-user device application and operating system upgrades
- Manages the customer support needs of District departments and school sites
- Manages the training programs for District administrative and technical staff
- Tracks and analyzes hardware and software problem trends
- Plans, organizes, schedules and supervises technology and user support specialists
- Manages the hardware and software inventory and warehouse control system
- Contributes to the leadership and direction in technology planning, technology acquisition, applications development and establishment of standards for hardware and software
- Participates in development and implementation of departmental goals, objectives, priorities, standards and procedures
- Contributes to the establishment and enforcement of technology and security policies and standards
- Coordinates personnel related issues including training and evaluating employees

QUALIFICATIONS

Knowledge of:
PC and Apple hardware and software, basic networking equipment and other peripherals; procedures and policies for ongoing maintenance and support of District staff technology needs; methods for prioritization, scheduling and dispatching technology support services; principles of supervision, training and performance evaluation; principles and techniques for project planning, scheduling and control; K-12 Education business and management practices.

Ability to:
Provide guidance to technology support staff; supervise, coordinate, and direct staff in hardware, software and basic network installation, repair, maintenance, troubleshooting, customer support and training; identify and implement long-term direction for the Technical Services function; define specific goals, develop sound strategies and work systematically to accomplish objectives; use strong management skills to perform planning, directing, reporting and administrative duties; organize work, estimate time, and materials required; prepare concise reports for operational and planning needs; analyze proposals for hardware and software acquisitions; establish and maintain effective organization, community, and public relationships;
comply with the District's customer service standards, as outlined in Board Policy.

PREFERRED EXPERIENCE AND EDUCATION
Three years in an information technology environment. Education equivalent to four years of college coursework in information technology or a bachelor's degree in either information technology or a closely related field.

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