



Technical Services Supervisor

GENERAL RESPONSIBILITIES

Under the direction of the Coordinator Technical Applications, this position is responsible for providing leadership and day-to-day supervision of a team of technical staff members responsible for providing best in class technical support and meeting all necessary Department of Technology objectives and compliance with departmental standards and Service Level Agreements (SLA).

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Coordinate workflow and assign work to ensure completion in timely manner and/or to meet service levels.
- Manage team's tickets to assure SLA compliance.
- Manage trouble-ticket queues and assign resources as appropriate.
- Interact with VBCPS users to provide best in class service.
- Manage multiple projects/priorities simultaneously.
- Interact with vendors to resolve support issues.
- Identify training/coaching opportunities and communicate accordingly.
- Develop and facilitate training for end users on systems, applications, and technical processes.
- Ensure adequate manpower to cover work requests when balancing needs of on-site work, special projects, etc.
- Manage *Google Apps for Education* to include administration of Google Admin Console.
- Manage and administer division *Mobile Device Management* applications.
- Administer and troubleshoot active directory and group policies.
- Build and deploy software packages for designated applications.
- Test new hardware and operating systems for approval and adoption by the division.
- Manage computer hardware repair and parts.
- Create, test, manage, troubleshoot and maintain operating system images for all models of client PC and laptops.
- Create, test, manage, troubleshoot and maintain images and associated documentation including checklists.
- Manage team's use of enterprise desktop management application and software deployment.
- Provide training, daily supervision and guidance to team to complete ongoing projects and tasks.
- Provide input into annual evaluations of assigned team members.
- Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of the operation, uses and capabilities of computer equipment; methods and techniques used to maintain and repair computer equipment; hazards of the work and of necessary safety precautions; and service desk applications. Must have the ability to understand and carry out written and oral instructions; read and understand technical manuals and to work from sketches, drawings and diagrams; ability to establish and maintain effective working relationships with colleagues, associates, team members, and vendors. Must possess excellent written and oral communication, organizational, customer service, problem-solving and analytical skills. Demonstrated ability to be flexible and adaptive to internal processes and changes, delays or unexpected events. Demonstrated ability to effectively manage multiple priorities simultaneously and meet critical deadlines in a fast-paced environment. Must be proficient in the use of Microsoft and Google enterprise applications, local area networking and Active Directory account/rights maintenance, hardware repair for desktops, laptops, printers and other electronic equipment.



EDUCATION AND EXPERIENCE

STEM based Bachelor’s degree. Two or more years’ experience leading an IT technical team. Five or more years of Information Technology technical hands-on experience using a combination of hardware, operating systems and client-server applications in an enterprise wide distributed computing environment. Information Technology industry certifications preferred.

Experience supporting copiers and multifunction devices hardware and software.

A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling. Ability to lift 50lbs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

- Occasional travel while responding onsite at a Virginia Beach City Public School (VBCPS) facility as assigned.
- Possession of a valid driver’s license and reliable transportation to carry out site visits as assigned.
- Expert level knowledge of Windows, iOS, Google client operating systems and PC, laptop, and tablet hardware troubleshooting and maintenance.
- Preferred: MCSA: Microsoft Certified Solutions Associate, MTA: Microsoft Technology Associate, CompTIA Network+, Security +, A+, and ITIL Foundation Certificate in IT Service Management, Google Apps Certified.
- Preferred: Administrator and ITIL Foundation Certificate in IT Service Management or equivalent certifications.

FLSA Status: Exempt	Description: 7/18
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