

**TITLE:** **TRAINING AND SUPPORT SUPERVISOR**

**QUALIFICATIONS:**

1. Professional experience using data processing Student and Business applications software in a mainframe type environment
2. Professional experience using microcomputer software including but not limited to Microsoft Office (Word, Excel, PowerPoint, Access)
3. Knowledge of computer programming principles
4. Ability to independently understand, analyze and apply information obtained from technical manuals
5. Ability to troubleshoot microcomputers, printers, account information and software applications over the phone
6. Ability to develop and maintain cooperative and effective working relationships with Information Technology staff and customers
7. Knowledge of modern office procedures, organization and management principles and ability to apply those to working situations
8. Ability to use independent judgment and maintain established quality control standards for department output
9. Ability to communicate well (written and oral) with school professionals and department heads
10. Ability to organize, set goals and meet production deadlines
11. Ability to supervise other employees

**REPORTS TO:** Administrator as assigned

**JOB GOAL:** Under direction of Director of Information Technology, to ensure smooth and effective implementation of department services

**PERFORMANCE RESPONSIBILITIES:**

1. Supervises activities in area of computer operations, training and support
2. Acts as support liaison between Information Technology and other departments regarding data services
3. Coordinates and conducts in-service activities for data applications for customers of Information Technology
4. Develops and maintains familiarity with existing and new computerized departmental applications, including internally developed and purchased software
5. Works with system users, identifies deficiencies in installed systems and recommends changes
6. Assists Information Technology staff in troubleshooting minor equipment failures
7. Develops and maintains good working relationships with computer system users
8. Conducts research activities required to solve problems encountered by system users
9. Identifies malfunctions and initiates corrective action to maintain schedules and ensure integrity of production files and outputs
10. Reviews input material, intermediate results of processing and final products for completeness and accuracy
11. Monitors status of work in progress to assure timely completion of work orders
12. Performs other related duties as assigned

**TERMS OF EMPLOYMENT:** Salary and work year to be according to current schedule; Supervisory salary schedule, class 17

**EVALUATION:**

Performance of this job will be evaluated in accordance with the District's "Improvement of Professional Services" handbook, Board Policies and Procedures and consistent with collective bargaining agreements when applicable

6/03