

CLARK COUNTY SCHOOL DISTRICT

HUMAN RESOURCES DIVISION

DIRECTOR II - USER SUPPORT SERVICES

Reference Code: A364

Division: Technology and Information Systems Services

Classification: Professional-Technical

Terms of Employment: Range 43 of the Unified Administrative Salary Schedule, 12 Months

FLSA STATUS: EXEMPT

POSITION SUMMARY: This position functions as the responsible line administrator for providing maintenance and support services for microcomputers and peripherals throughout the Clark County School District. This position is directly responsible to the Assistant Superintendent/Chief Technology Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Develop, maintain, and coordinate a comprehensive, efficient, and modern technical support program (i.e., HelpDesk, District technology offices, contractor support, integrator support) for all microcomputers and peripherals for District schools and offices.
2. Develop and maintain a consolidated HelpDesk that will provide District users with a single point of contact for repair of malfunctioning microcomputer equipment.
3. Coordinate technology-related support activities provided by other departments, including those of the Operations Support Unit, Human Resources Division, and Facilities Division.
4. Serve as a liaison between technology coordinating managers for elementary and secondary education, as it relates to management of site technology coordinators (STC's) and support of desktop computers in schools.
5. Coordinate planning activities with school-based technology personnel.
6. Plan, develop, and monitor budgets for personnel requirements, new hardware/software upgrades and acquisitions, and external consultants.
7. Recommend and establish product direction and platform standards for customer sites in compliance with division policies, procedures, standards, and site requirements.
8. Supervise technical support, clerical, and contracted staff, as assigned.
9. Perform other duties related to the position, as assigned.

POSITION EXPECTATIONS:

1. Demonstrated success in providing services to all platforms dominant in the desktop and server market as well as a variety of peripherals.
2. Demonstrated success in establishing working user groups that provide requirements, help in justifying resources, and help in establishing standards; demonstrated success in evaluating the effectiveness of technology solutions with effective communication skills to translate highly technical terms and solutions into an understandable dialogue.
3. Demonstrated success in running multi-tiered problem response units, including the staffing of the HelpDesk or problem response lines, service measurements, customer satisfaction measurements, and vendor interfacing.
4. Demonstrated ability to handle multiple major projects and tasks.
5. Demonstrated success in implementing an effective HelpDesk that provides standards, support, problem response, and individual school technology plans while maintaining current capabilities.
6. Demonstrated success in the ability to integrate District resources with the resources of vendors, integrators, and contractors to provide technology solutions; in the completion of tasks and projects that lead to customer satisfaction; in the ability to create Requests for Proposals and Requests for Information; and in the ability to work with procurement and contract management.

POSITION REQUIREMENTS:

Education and Training:

An earned bachelor's degree from an accredited college or university in computer science, computer technology, or in related field with specific coursework in data communications or currently serving as a professional-technical employee with the Clark County School District.

Licenses and Certifications:

A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.

Experience:

Satisfactory service in corresponding or related positions or have previously demonstrated at least five (5) years of successful supervisory experience related to the administrative position.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

EQUAL EMPLOYMENT OPPORTUNITY – AFFIRMATIVE ACTION

The Clark County School District is an equal opportunity employer and will not knowingly discriminate in any area of employment. Those include discriminatory recruiting and hiring practices against any United States citizen or legal alien on the basis of race, color, creed, religion, sex, age, marital status, national or ethnic origin, or disability and shall extend to working conditions, training, promotion, and terms and conditions of employment.