Anoka-Hennepin Independent School District #11
Job Description

Title: **Client Support Services Supervisor**
Department: Enterprise Technology / Client Support Services
Reports to: Director of Enterprise Technology Solutions
Prepared Date: June 8, 2016

SUMMARY OF RESPONSIBILITIES
Ensure that solutions related to hardware and software deployment and support are timely, effective, and efficient.

DUTIES AND RESPONSIBILITIES
- Supervise technical support staff who are responsible for providing level I, level II, and level III support services from within the Client Support Services department. Assigns and coordinates work assignments and resolution or critical technical and procedural problems.
- Plan, organize, coordinate, assign, and evaluate the activities of the Client Support Services staff; set work priorities, perform informal/formal evaluations and provide professional growth opportunities.
- Plan, organize, coordinate, maintain, and assure effective client support for computer devices/operating systems, application software, printing, hardware, and repairs.
- Develop processes to automate and streamline deployment of endpoint devices and applications. Provide best practices and direction in this area.
- Serve as a district resource in planning and administering large-scale technology project implementations.
- Monitor and maintain desktop services throughout the organization, assigning resources to ensure successful and efficient operations.
- Provide direction in the daily operations of Client Support Services' technical support and repair services department; set and model support expectations; maintain a positive and productive work environment for technical support staff.
- Collaborate with Client Support Services staff to develop processes, procedures, and standards for managing, maintaining and supporting enterprise wide endpoint devices.
- Monitor progress appropriate professional development opportunities and resources to ensure effective use of technology hardware and software applications.
- Coordinate the evaluation, selection, and purchasing of technology as it relates to hardware models, software, device types, mobile devices, and printers.
- Build trusting relationships with all other departments so Client Support Services is represented by a credible leader and decisions are made with proper input and consultation.
- Supervise development of quality, end-user documentation in respect to all aspects of support provided by Client Support Services.
- Facilitate meetings to further the goals of the department for timely, effective, and efficient deployments and ongoing maintenance of support services.
- Assist the Director of Enterprise Technology Solutions to determine both technical and strategic goals by analyzing technical support and repair service needs from an operational perspective.

- Work with the Director of Enterprise Technology Solutions to develop an annual budget for Desktop Services; make yearly budget recommendations.
- Assist the Director of Enterprise Technology Solutions with identifying, selecting, and coordination vendor and consultant services; meet regularly with significant vendors to maintain a positive working relationship.
- Perform other tasks and assume other responsibilities as assigned by the Director of Enterprise Technology Solutions.

SUPERVISORY RESPONSIBILITIES
Directly supervises Technology Support Specialists III, Technology Support Specialists II, and Technology Support Assistants. Carries out supervisory responsibilities in accordance with the district's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION and/or EXPERIENCE
Associates Degree is field related to job requirements. Bachelor's degree preferred.

CERTIFICATES, LICENSES, REGISTRATIONS
None.

KNOWLEDGE, SKILLS & ABILITIES
Experience with current tools and best practices in the management and deployment of enterprise technology solutions.
Extensive background and work experience leading Apple or Windows projects in an enterprise wide environment.
Ability to manage large complex projects.
Demonstrated excellent collaboration skills.
Ability to supervise a diverse team of technology professionals.
Demonstrated strong, positive customer services skills.
Demonstrated leadership skills.
Excellent interpersonal skills and collaborative management style with both technical and non-technical people.
Evidence of strong written and oral communication skills.
Ability to identify complex problems; complex problem-solving skills.
Ability to review related information to develop and evaluate options and implement solutions.
Ability to maintain regular attendance, which includes completing an assigned day.

PHYSICAL DEMANDS
While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is occasionally required to stand; walk; reach with hands and arms; and lift and/or move up to 10 pounds. Specific vision abilities required by this job include close and the ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work is performed in an office or school building. The noise level in the work environment is usually quiet.