Technical Support Manager

Position Details

Class Code: 1495
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 64 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, responsible for the operational status of the mainframe computer operating system, data communications software, network control facilities, microcomputer systems, database structure, and vendor-supplied application software.

Essential Duties and Responsibilities

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

1. Assigns, supervises, and evaluates assigned staff.
2. Develops technically-oriented software applications from analysis through final implementation.
3. Updates mainframe computer and microcomputer operating systems with vendor revisions.
4. Trains technical support, applications development, and computer operations personnel to use/support mainframe and microcomputer software facilities such as job control, file editors, utilities, diagnostic tools, desktop publishing, word processing, terminal emulation software, local area networking, teleprocessing diagnostics, and security.
5. Designs Local Area Network (LAN) and Wide Area Network (WAN) systems.
6. Installs and troubleshoots mainframe/microcomputer hardware including modems, terminals, computers, optical scanning equipment, printers, and other data processing equipment.

7. Monitors and adjusts the mainframe computer terminal network to optimize performance.
8. Coordinates user support activities with other departments (equipment repair, telecommunications, supplies and equipment, elementary and secondary education, schools, and other departments).
9. Monitors mainframe and microcomputer system performance; recommends enhancements.
10. Recommends mainframe and microcomputer system upgrades based on performance standards.
11. Designs changes in teleprocessing network configuration.
12. Performs benchmark testing of mainframe and microcomputer hardware/software.
13. Keeps records of equipment locations, failures, and operational statuses.
14. Assists in developing disaster recovery plans for mainframe and microcomputer systems.
15. Schedules/facilitates preventative maintenance and upgrades to the mainframe computer.
16. Assists in designing and implementing computing resource security systems.
17. Designs and maintains custom teleprocessing equipment and software.
18. Provides second and third level end-user support.
19. Conforms to safety standards, as prescribed.
20. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves supervising, supporting, and performing diverse functions of the data processing technical support section job classes.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of programming languages related to assigned area.
2. Knowledge of mainframe computer operating systems and applications.
3. Knowledge of microcomputer operating systems and applications.
4. Knowledge of microcomputer mainframe hardware.
5. Knowledge of data communications systems.
6. Knowledge of mainframe and microcomputer security packages.
7. Ability to supervise and evaluate employees.

8. Ability to prepare complex reports and graphics from mainframe and microcomputer data.
9. Ability to read and interpret complex materials.
10. Ability to analyze electronic data processing (EDP) systems specifications for all computer systems.
11. Ability to debug computer hardware and software.
12. Ability to work flexible hours/shifts.
13. Ability to work cooperatively with, employees, vendors, and the public.
14. Ability to recognize and report hazards and apply safe work methods.
15. Possess physical and mental stamina commensurate with responsibility of the position.

Position Requirements

Education, Training, and Experience
1. High school graduation or other equivalent (General Educational Development (GED), foreign equivalency, etc.).
2. Two (2) years of college, including courses in computer science; plus,
   Three (3) years of experience with programming languages, systems programming, data communications, and technical support; or,
   Seven (7) years of experience as described above.

Licenses and Certifications
1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.
3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

Preferred Qualifications
Supervisory experience.

Document(s) Required at Time of Application

1. High school transcripts or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college, university, or trade school, if applicable.
3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
5. Safe driving record.
6. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District (CCSD) Central Information Systems Department, and travel to and from schools and other CCSD office settings.

Work Environment

Strength
Sedentary/medium – exert force up to 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent reaching, handling, repetitive fine motor activities, talking and hearing. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions
Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, telephones, fax machines, optical time delay reflectometer, drills, punchdown tools, digital multimeters, laser communication devices, data system and communications test equipment, hand and power tools used in the installation and repair of communication systems.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/08/24
- Created: 01/15/91