

User Support Services Manager

Position Details

Class Code: 1494

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 supervising Clark County School District end-user technical support services, including desktops, mobile devices, peripherals, operating systems, and related hardware/software.

Essential Duties and Responsibilities

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

1. Assigns and develops work procedures; supervises/evaluates assigned staff.
2. Coordinates User Support project resources from initiation through implementation.
3. Tracks project statuses; reviews works-in-progress to assure conformance to plans and technical support standards.
4. Assists in designing and implementing an effective technical support model for schools/departments.
5. Provides training/mentoring for technical processes, work procedures, and diagnostic tool/deployment system usage.
6. Uses technical leadership and problem-solving skills in difficult situations, as directed.

7. Coordinates technology-related support activities; schedules technology deployments, support, and service with other departments (i.e., Networking Services, Equipment Repair, Telecommunications, Facilities, schools, etc.)
 8. Oversees hardware installation/troubleshooting, including computers, mobile devices, network components, printers, and other peripherals.
 9. Coordinates computer system specifications and software revisions with vendors; recommends enhancements/upgrades based on performance standards.
 10. Oversees hardware/software benchmark testing.
 11. Manages equipment location, failure, and operational status records.
 12. Assists in designing, implementing, and distributing software applications.
 13. Assists in designing and implementing computing resource security systems.
 14. Assists in developing computer system disaster recovery plans.
 15. Schedules/facilitates computer system upgrades and preventive maintenance.
 16. Provides input into departmental goals, objectives, and budget development.
 17. Oversees second- and third-level advanced technical support for all District-standard workstations and related systems.
 18. Promotes continuous improvement of services using customer/staff input.
 19. Conforms to safety standards, as prescribed.
 20. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Supervises, supports, and performs User Support Services functions regarding end-user technical support.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge/experience in computer hardware, peripheral, operating system, and software technical support.
2. Knowledge of network theory, client/server environments, and best practices.
3. Knowledge of data communications systems.
4. Knowledge of computer security packages.
5. Knowledge/experience in employee supervision principles and practices, including work planning, organization, employee training, performance review/evaluation, and discipline.
6. Ability to conduct computer system/procedure analyses; make sound upgrade/enhancement recommendations.

7. Ability to prepare clear, concise reports, documentation, and other written materials; maintain organized, accurate reports of work performed; assist in developing training materials/programs.
 8. Ability to supervise and manage technical support staff.
 9. Ability to explain complex technical processes/procedures in easy-to-understand terminology.
 10. Ability to plan and organize work.
 11. Ability to coordinate multiple projects and meet predetermined deadlines.
 12. Ability to read and interpret complex materials.
 13. Ability to communicate clearly, verbally and in writing.
 14. Ability to analyze computer system specifications.
 15. Ability to debug computer hardware and software.
 16. Ability to develop detailed computer specifications and requirements.
 17. Ability to maintain current knowledge of technology, applications, and practices.
 18. Ability to work flexible hours and shifts.
 19. Ability to work cooperatively with employees, departments, vendors, and the public.
 20. Ability to exercise judgment within established procedural guidelines.
 21. Ability to recognize/report hazards and apply safe work methods.
 22. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign, equivalency, etc.)
2. Bachelor of Science degree in Information Systems, Computer Science, Electrical Engineering, or a related field, plus four (4) years' work experience in progressively-detailed IT support; or,
Two (2) years of college with a focus in Information Systems, Computer Science, Electrical Engineering, or a related field, plus six (6) years' work experience in progressively-detailed IT support; or, eight (8) years' work experience in progressively-detailed IT support.

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. Copy of 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.

Preferred Qualifications

1. Supervisory experience.
 2. Industry certification in computer maintenance, such as Computer Technology Industry Association (CompTIA) A+ certification.
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Document(s) Required at Time of Application

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

District Technology and Information Systems Service offices and travel to/from District facilities.

Work Environment

Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stopping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. 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 and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Varies from climate-controlled office settings to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Frequent electrical shock 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, punch-down tools, digital multi-meters, laser communication devices, data system/communications test equipment, hand/power tools, etc.

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: 07/19/23
- Created: 09/16/13