

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 and 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 and 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, (i.e., equipment repair, telecommunications, supplies and equipment, elementary and secondary education, schools and other departments).
 9. Monitors mainframe and microcomputer system performance and 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 computer hardware and software.
 13. Keeps records of equipment location, failures, and operational status.
 14. Assists in development of disaster recovery plans for mainframe and microcomputer systems.
 15. Schedules and facilitates preventative maintenance and upgrades to the mainframe computer.
 16. Assists in the design and implementation of computing resource security systems.
 17. Designs and maintains custom teleprocessing equipment and software.
 18. Provides 2nd and 3rd level end-user support.
 19. Conforms to safety standards, as prescribed.
 20. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

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

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 EDP systems specifications for all computer systems.
 11. Ability to debug computer hardware and software.
 12. Ability to work flexible hours and 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.
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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. Two (2) years of college, including courses in computer science; plus,
3. Three (3) years experience of programming languages, systems programming, data communications, and technical support; or,
4. A total of seven (7) years experience (as outlined above) will fulfill the college and professional experience requirement.

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 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 at time of application or Qualified Selection Pool (Q.S.P.) placement and at time of interview prior to final selection.

Preferred Qualifications

1. Supervisory experience.
 2. Possess physical and mental stamina commensurate with the responsibilities of the
 3. Possess personal characteristics, including but not limited to poise, perspective, integrity, flexibility, and personal appearance necessary for success in the Clark County School District.
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Document(s) Required at Time of Application

1. High school graduation or other equivalent (i.e., GED, foreign equivalency, etc.).
 2. College transcript (s), if applicable.
 3. 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 date printed) issued by the Department of Motor Vehicles.
 5. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

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

Work Environment

Strength

Sedentary to medium – exert force 20-50 lbs., occasionally, 10-25 lbs., frequently, or 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 or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials and Video Display Terminal (VDT) screens or other monitoring devices.

Environmental Conditions

Climate controlled office settings and exposure to moderate noise intensity levels.

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

Various 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

This employer does not knowingly discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, or national origin.

Job Revision Information

- Revised: 09/22/20
- Created: 01/15/91