



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Supervisor I, ~~Customer Support~~ Technical Services
JOB CODE: RR-057
CLASSIFICATION: Exempt
PAY GRADE: 25
BARGAINING UNIT: BTU-TSP
REPORTS TO: Director ~~Quality & Customer Service~~ or Designee
CONTRACT YEAR: Twelve Months

POSITION GOAL: To maintain ~~the technology~~ technical equipment ~~for schools and departments~~ in the school district in good optimal operating condition ~~for the~~ so that maximum and efficient use of it can be made technology by students and staff.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Supervisor I, ~~Customer Support~~ Technical Services shall:

- Supervise staff as assigned in the performance of job duties.
- ~~plan~~ Plan and coordinate the repair and maintenance of ~~the various computers~~ computer equipment, printers, computer peripheral equipment, audiovisual, and business machine equipment output devices, network equipment, interactive boards and other related technical equipment for schools and departments in the school district.
- ~~prepare a master work schedule and crew assignments; assign the work to the various staff.~~ Prepare and dispatch daily work assignments for technicians and determine specific work duties assigned to crew.
- ~~perform spot checks for quality control and call backs for customer satisfaction.~~ Inspect work performed to ensure repairs are completed to specification.
- Conduct follow-up customer service inquiries to ensure satisfaction of work completed.
- ~~monitor~~ Monitor Customer Service Request tickets to ensure ~~that they are being issued~~ assignment to the appropriate repair technician and that corrective action is taken in a timely manner.
- ~~provide a full report of jobs daily activities to the Director, Quality & Customer Service.~~ Keep the Director informed of the progress of work assignments and provide weekly status reports.
- ~~advise~~ Advise the Director or designee ~~Quality & Customer Service~~ of any or all problems unresolved issues requiring further discussion or clarification. Identify solutions to enhance quality of service.
- ~~assist in budget, (RFP) and Bid preparation, and develop management reports as necessary.~~ Submit budget request for parts and materials to the Director in accordance to budgetary guidelines.
- Partner with Purchasing & Warehousing Services to develop Request for Proposals (RFPs) and Bids as required for the maintenance of technical equipment. Prepare reports, as needed.
- Collaborate with Purchasing and Warehousing Services to order materials as needed; and seek approval and make recommendations of for supplies and equipment for purchase.
- ~~maintain~~ Maintain necessary personnel records and all other records documentation related to the staff work assignments.
- ~~recruit, screen, and recommend for hiring all technicians who meet the job qualifications and can perform the respective job responsibilities; train all technicians for maximum efficiency and recommend formal training programs which will enhance their job related skills; evaluate employees regarding their job performance.~~ Supervise, select, train, motivate and evaluate the work of staff.
- ~~evaluate~~ Evaluate the functionality of new materials; and equipment to ensure that they are functional and operational ~~and processes as to their utilization in the school district.~~
- Provide appropriate direction to support staff to ensure safe and timely maintenance and repair of equipment.

- ~~perform~~ Perform and promote all activities in compliance with the equal employment and nondiscrimination policies of ~~the~~ The School Board of Broward County, Florida.
- ~~participate successfully~~ Participate in the training programs offered to enhance ~~increase the individual's skill~~ individual skills and proficiency related to ~~the assignments~~ job responsibilities.
- ~~review~~ Review current developments, literature and technical sources of information related to ~~job responsibility~~ responsibilities.
- ~~ensure~~ Ensure adherence to ~~good~~ safety rules and procedures.
- ~~Follow~~ Follow ~~Federal and State~~ federal and state laws, as well as School Board policies.
- ~~perform~~ Perform other assigned duties consistent with ~~the goals and objectives of this position~~ as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- Standard high school diploma or satisfactory completion of an approved General Education Development (GED) program.
- ~~A minimum~~ Minimum of nine (9) five (5) years, within the last eight (8) years, of experience and/or training in the field related to the title of the position.
- Prior supervisory or lead experience.
- ~~Must have a proper~~ Valid Florida commercial driver's license. ~~with endorsements compatible with the assigned duties of The School Board of Broward County, Florida.~~
- Technology certification in a related discipline.
- ~~Good~~ Effective written and oral communication skills.
- Effective problem-solving skills.
- Excellent customer service skills.
- Computer skills as required for the position.

PREFERRED REQUIREMENTS:

- An earned associate's degree from an accredited institution.
- ~~Minimum of seven (7) years of experience and/or training in the field related to the title of the position.~~
- Preferred degree majors in electronics, completion of a State accredited Electronics Technology program, or completion of an electrical apprenticeship program.
- ~~Preferred experience in electronics or technology, which includes three (3) years of supervisory experience in technology support.~~
- ~~Technology certification or electronics certification or other computer related certification preferred.~~
- Prior experience developing and/or delivering training programs.
- Bilingual skills.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Communicates frequently with internal and external customers throughout the District, using tact and good judgment, to complete assigned projects.

PHYSICAL REQUIREMENTS:

Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force as frequently and/or up to 20 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION: Performance will be evaluated in accordance with Board Policy.

Board Approved: 3/21/85 & Adopted: 4/15/85

Revised: 4/15/85 & Adopted: 5/16/85

Revised: 6/19/90 & Adopted: 8/7/90

Realignment of Department: 3/19/96

Realignment of Department: 5/6/97

Realignment: 4/13/99

Revised: 10/15/02 &

Board Approved: 11/12/2002

Board Adopted: 12/16/03

Title Change Adopted: 5/4/04

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