

# KYRENE SCHOOL DISTRICT, ARIZONA

## CLASS SPECIFICATION

### CLASS TITLE: User Support Supervisor

<b>BAND</b>	<b>GRADE</b>	<b>SUBGRADE</b>
<b>B</b>	<b>3</b>	<b>1</b>
<b>DEPARTMENT:</b> Information Technology	<b>ACCOUNTABLE TO:</b> Director	<b>FLSA STATUS:</b> Non - Exempt
<p><b>CLASS SUMMARY:</b> Incumbent is responsible for supervising the day to day operations for user support activities. Duties include: assigning and monitoring work of staff to include conducting performance evaluations, monitoring help desk calls, maintaining the Technical Assistance Center (TAC) database, tracking expenditures for the user support budget, acting as a liaison between user support, other departments, and management, working with vendors, purchasing hardware and software for the District, and assisting in resolving complex computer hardware and software problems.</p>		
<p><b>DISTINGUISHING CHARACTERISTICS:</b> The User Support Supervisor is the third level of a three level computer operations series. The User Support Supervisor is distinguished from the Senior User Support Technician by its supervisory responsibilities.</p>		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY	BAND/ GRADE
1.	Supervises staff to include assigning and monitoring work, ensuring training, resolving conflicts, interviewing applicants and conducting performance evaluations.	Daily	B3
2.	Monitors Technical Assistance Center (TAC) calls, provides assistance, and maintains database.	Daily	B2
3.	Acts as a liaison between user support and other departments to include involvement on special projects.	Daily	B2
4.	Resolves complex computer hardware and software problems.	Daily	B2

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5.	Tracks expenditures for the user support budget to include determining what to purchase, evaluating alternatives, and reallocating funds.	Weekly	B2
6.	Works with vendors and purchases hardware and software for the District to include determining user's needs, cost effectiveness, and uniformity with standards.	Weekly	B2
7.	Performs other duties of a similar nature or level.	As Required	N/B

**Knowledge** (position requirements at entry):

Knowledge of:

- Budgeting and purchasing processes;
- District hardware and software sites and networks;
- Computer and network hardware;
- Current computer and internet applications.

**Skills** (position requirements at entry):

Skill in:

- Diagnosing and solving problems;
- Using computers and related software packages;
- Managing projects;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Training and Experience** (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) and four years experience in troubleshooting computer hardware and software problems, including one year of lead related experience; or, any combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. A Bachelor's Degree is preferred.

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<b>Licensing Requirements</b> (position requirements at entry):
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None required.

<b>Physical Requirements:</b>
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Positions in this class typically require: talking, hearing, and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

<b>Classification History:</b>
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Draft prepared by Fox Lawson and Associates LLC (kw)

Date: 3/98