

SEMINOLE COUNTY PUBLIC SCHOOLS, FLORIDA

Position/Job Description

MANAGER, Field Support

QUALIFICATIONS

- Bachelor's Degree with specialization in Information Services or a related field and three (3) years related experience, including supervision **OR** Associate's Degree and five (5) years experience in a related field, including supervision **OR** High School Diploma, equivalence or Florida Special Diploma and combination of seven (7) years related field and supervisory experience.

KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of administrative computer applications and/or technical equipment as related to departmental job functions.
- Knowledge of phone and voicemail systems (PBX, Voicemail, VOIP, etc.)
- Strong communication and organizational skills.

SUPERVISION

REPORTS TO Director of Information Services
SUPERVISES PC Field Technician, Communications Field Technician, Network Technician, Specialist Network Communications, Programmer Network Specialist School, Specialist Software Applications

POSITION GOAL

To provide outstanding customer support to school and district personnel provide by providing accurate and timely field service for SCPS voice and data equipment.

PERFORMANCE RESPONSIBILITIES

1. * Manage the support of SCPS voice customer services (PBX, Phone Mail, Phone Master, etc.) through requirements definition, PBX configuration, acquisition, and implementation.
2. * Manage the support of SCPS data customer services (PC and server installation, repair, implementation of LAN/WAN, etc.) at schools and district sites.
3. * Manage the support of SCPS HelpDesk support to resolve and coordinate the resolution of customer problems and to have the HelpDesk act as a liaison between the technical staff and the customer community.
4. * Manage proper preventative maintenance procedures in the schools to maintain proper operation and life expectancy of district computer equipment.
5. * Coordinate with Facilities Planning on the specifications and design of construction projects in relationship to Division 17 Design Build Manual, establish and maintain district standards, develop scope of work for construction and renovation projects involving PBX, Network and LAN/WAN installations.
6. * Provide oversight and on site review, of construction projects and renovations involving PBX, Network, and LAN/WAN installations ensuring necessary inspection by data and/or communications personnel.
7. * Supervise technical staff for the effective and efficient delivery of equipment and customer services.
8. * Schedule work for timely and efficient processing, solicit input from customers and areas directly involved, and maintain and publish work schedules.
9. * Provide for training and development of personnel through in-service, contracted or vendor acquired services and training.
10. * Maintain vendor relationships with local phone companies, computer (PC) vendors, network equipment suppliers, phone equipment vendors, etc.
11. * Coordinate temporary and contracted personnel required for the installation, design and implementation of both voice and data equipment activities and services.
12. * Fulfill IS department accountability requirements including documentation on standard systems, programs, procedures, and reports.
13. * Monitor purchase orders, inventory, supplies, contracts and overall budget expenditures effecting Customer Services.
14. * Monitor SCPS telecom invoices for alignment between services provided and services billed.

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15. * Maintain proper and timely eRate filings to ensure SCPS is reimbursed appropriately for eRate eligible items.
16. * Maintain positive customer relations through ongoing communication and service monitoring.
17. * Supervise the maintenance and control of a proper inventory of parts and supplies.
18. * Manage and develop a team in line with current district technology needs, with proper skills, training and organizational awareness.
19. Perform any other tasks as assigned by the Director of Information Services

**Denotes essential job function/ADA*

EQUIPMENT / MATERIALS

Standard Office Equipment

PHYSICAL REQUIREMENTS

Light Work

Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as Light Work.

PHYSICAL ACTIVITIES

Sitting

Resting with the body supported by the buttocks or thighs.

Standing

Assuming an upright position on the feet particularly for sustained periods of time.

Walking

Moving about on foot to accomplish tasks, particularly for long distances.

Stooping

Bending body downward and forward by bending spine at the waist through the use of the lower extremities and back muscles.

Reaching

Extending hand(s) and arm(s) in any direction.

Finger Dexterity

Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm.

Grasping

Applying pressure to an object with the fingers and palm.

Repetitive Motions

Substantial and continuous movements of the wrists, hands, and/or fingers.

Talking

Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly.

Hearing Acuity

The ability to perceive speech and other environmental sounds at normal loudness levels.

Visual Acuity

The power to see at a level which allows reading of numbers and text, operation of equipment, inspection of machines, etc.

WORKING CONDITIONS

Indoors

The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes.

TERMS OF EMPLOYMENT

PAY GRADE

AO-10-F \$61,532 - \$94,387

District Salary Schedule

Months 12
Annual Days 258
Weekly Hours 37.5
Annual Hours 1935

POSITION CODES

PeopleSoft Position TBD
Personnel Category 6
EEO-5 Line 44
Function 7750
Job Code 1667
Survey Code 77213

FLSA

Applicable
 Not applicable

Previous Board Approval

BOARD APPROVED

May 8, 2012

August 10, 1999

ADA Information Provided by Patrick Fletcher
Position Description Prepared by Patrick Fletcher