

# JOB DESCRIPTION



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**Position Title:** User Support Supervisor

**Department:** Technology Services

**Employment Category:** Professional Staff

**Primary Location:** District-wide

**FLSA Classification:** Non-exempt

Based on Douglas or Sierra Vista Campus

**Remote Work Eligible:** No

**Parameters:** 40 hours/week; 12 months/year

**Pay Grade:** PS11

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**Position Summary:** The User Support Supervisor is a working supervisor position that is responsible for actively supervising the installation, maintenance, troubleshooting, and repair of all computer hardware and software, peripheral devices, audio visual hardware and software, and network and phone cabling; and for overseeing the coordination and assignment of technicians, and service requests in an effective and efficient manner.

**Essential Functions:** As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**Duties and Responsibilities:** Within the scope of college policies and procedures, this position:

Provides exceptional customer services for students, employees, and the public when responding to service requests, calls, email messages, and in-person requests seeking help; asks questions to determine nature of problem, assists customers through problem-solving process, and conducts follow-up with customers to ensure issue has been resolved

Works cooperatively with the Technology Project Manager to oversee and lead projects related to the installation, maintenance and troubleshooting computer hardware, software, peripheral devices, audio visual hardware, communication networks, and related cabling

Researches hardware and software issues; guides technicians in the problem resolution process; coordinates with vendors and other providers as needed when seeking a resolution to a problem; develops and reviews troubleshooting procedures; makes recommendations as needed for the modernization of equipment, software, and processes; stays up-to-date on technologies and advances

Monitors and maintains hardware inventory and parts, gathers quotes from approved vendors and places orders for hardware and parts.

Works with and serves as liaison with designated third-party service vendors to coordinate services and processes.

Serves as the lead technical and business process resource for computer hardware, software, peripheral devices, audio visual hardware, communication networks, and related cabling.

Uses service request ticketing system to effectively collect, document, analyze and report maintenance activities related to issue resolution and communicate with customers, management and co-workers

Provides support for audio/visual needs in classrooms and meeting rooms to include video conferencing; assists with technology utilized at events to include but not limited to set up, operation, and tear down

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Supervises assigned staff, evaluates performance, coordinates work assignments, monitors and reports on the execution of projects and tasks as assigned and works to assure timely completion of projects and tasks

Performs other related duties as assigned

**General Expectations:** Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

**Education and Experience Requirements:**

Associate's degree in computer science or a related field from a regionally accredited institution of higher learning recognized by the US Department of Education

Three years full-time, professional, computer and network repair or related experience, including one-year supervisory experience

Must possess a valid AZ driver's license and be able to pass an insurance background check

Ability to pass a comprehensive background screening required to obtain Fort Huachuca access badge

*An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.*

**Knowledge, Skills and Abilities:**

Knowledge of and ability to follow college policies and procedures

Knowledge of current information technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications and Google Apps

Knowledge of troubleshooting techniques and methods related to hardware and software

Skill in supervisory practices and techniques

Skill in coordinating and prioritizing competing demands

Skill in assisting users with problem determination and resolution

Skill in presenting ideas and concepts orally and in writing

Ability to maintain high level of personal integrity and ability to manage sensitive issues while maintaining confidentiality

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner, while protecting proprietary data systems and tasks with confidentiality

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to analyze problems, identify solutions and take appropriate action, resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with supervisors, other department staff, students and the public

Ability to work under pressure with frequent interruptions and constant change

Ability to work modified work schedules which may include working outside normal business hours, days, and across the college district.

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**Work Environment:** Work is primarily performed under general supervision in a classroom or office setting with appropriate climate control. Some projects and work tasks will require working outside in varying weather and environmental conditions. Will be required to be on-location for the setup and support of events and college-sponsored functions to include evening and weekend hours. Will be required to work varied shifts that span from 7 AM up to 8 PM during Fall and Spring Semesters.

**Physical Requirements:** Essential functions of this position require: lifting, manual dexterity, to include fine motor skills, ability to communicate verbally and in writing.

Medium work: Exerting up to 80 pounds of force occasionally and/or up to 20 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting only occasionally, walking and standing are required regularly, incumbents may be required to kneel, crouch/squat, crawl, climb, stoop, turn/twist, balance, reach, or handle

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem solving skills are important

**Reports to:** Director of User Support Services

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.