

MONTEREY COUNTY OFFICE OF EDUCATION

DIRECTOR OF SERVICE DESK TECHNOLOGY & INFORMATION SERVICES (TIS)

CLASSIFICATION: Classified Management
SALARY LEVEL: 79
WORK YEAR: 227

DEFINITION:

Under the direction of the Chief Technology and Operations Officer, the Director of Service Desk is responsible for the efficient and effective delivery of technical support services to MCOE and school districts throughout Monterey County. This position will lead and manage the activities of the Service Desk department, serving as the liaison between the Technology and Information Services (TIS) department and all technical support clients, and performing the lead role in setting tactical goals and objectives for the Service Desk in support of the TIS division's service management strategy. This position is responsible for online and in-person technical support for MCOE staff and school district personnel; ensuring customer expectations are met; setting and monitoring Key Performance Indicators (KPI's) for Service Desk services, and developing and managing service level agreements with MCOE departments and school districts. Provides support and supervision for other TIS units as needed.

SUPERVISOR:

Chief Technology and Operations Officer

POSITION(S) SUPERVISED:

Classified management and staff assigned

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES AND RESPONSIBILITIES: The following is a list of duties that is representative of the position that includes but is not limited to:

- Oversees operations in the delivery of services by the Technology and Information Services Division's Service Desk team in the fulfillment of Incident and Service Management processes, including the supervision, training and evaluation of Technology Support Specialist I/II positions
- Directs and supervises the establishment of a Service Review process for IT Service Management; planning, organizing and facilitating recurring meetings with other TIS management
- Directs and supervises the development and maintenance of a Technology Catalog of Services and related documentation and processes including service level agreements (SLA) with clients, operating level agreements (OLA) with internal operating units, and underpinning contracts with outside third parties

- Serves as the main contact for E-Rate activities in operation as a Service Provider, including tracking of required contracts, USAC communications and invoicing
- Directs and supervises, and assumes full process ownership for the execution of various systems process activities, including fixed asset administration, and any others for which the Service Desk may be assigned responsibility
- Monitors, analyzes, reviews, and reports performance results against Key Performance Indicators and other criteria established in SLAs and OLAs, initiating and implementing corrective measures as required
- Monitors and oversees the daily activities of the Service Desk, including timely and efficient service request resolution and administration, work order progress tracking, district and internal client interaction, and related service management procedures
- Provides escalation and overflow assistance in the installation, configuration, maintenance, and monitoring of computing, peripheral, and network device hardware and software
- Leads the implementation of Incident, Problem and Release management including the development of escalation procedures and exception handling
- Provides technical leadership, assistance, and professional learning to department technicians through the monitoring of service requests and implementation of individual learning plans
- Coordinates the tracking of the technology infrastructure through the implementation, maintenance, and integrity audit of the asset tracking system
- Manages all activities related to the TIS knowledge management / FAQ system/, including development, review, and maintenance of all knowledgebase articles
- Coordinates all activities related to the organization's definitive software library, including licenses, master media, and documentation for all software used throughout the organization
- Provides assistance with user administration in a variety of systems and within the network directory service
- Develops and maintains department budget, exercising initiative in developing resources to meet division objectives and providing budgeting input to senior management
- Maintains awareness of and ensures compliance with relevant State and Federal laws and regulations, Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations

OTHER DUTIES:

Perform other job-related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the telephone, business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical mobility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 40 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason and define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination of education competencies equivalent to a Bachelor's degree in Information Technology, Computer Science, or a related field, supplemented by training and/or coursework in computer and network operations
- Minimum of five (5) years of progressively related experience including service desk; installation, configuration, troubleshooting, and repair of computer hardware, software and peripheral devices in a networked environment
- Minimum of three (3) years of increasing supervisory and managerial experience in a technical environment.

Knowledge of:

- Troubleshooting processes and technical problem analysis
- Advanced operation of personal computers and related software
- Design, development and monitoring of web sites
- Internet website and application technologies
- E-Rate program rules, regulations and process methodologies for service providers
- Methods, tools and equipment used in the installation and service of hardware and software
- Windows and Macintosh computer operating systems
- Current computer network technology, basic industry-standard networking principles, theories and practices, with an intermediate understanding of networking protocols, hardware and technology, including Ethernet/Fast Ethernet/Gigabit Ethernet, Cisco IOS, and Microsoft Active Directory Services
- ITIL (Information Technology Infrastructure Library) framework for IT service management
- Installation, maintenance, troubleshooting of industry standard server operating systems
- Administration of email communications utilizing MS Exchange
- Directory services such as those used in Microsoft Active Domain
- Data management and integration principles and practices
- Principles and practices of service delivery and support
- Agile project methodologies including Scrum and Kanban
- Statistical, research, and survey methods
- Principles and elements of writing/editing knowledgebase articles for non-technical staff
- Effective interpersonal skills
- Effective oral and written communication in English
- Modern office practices and procedures
- Financial and statistical recordkeeping
- Department and division practices, procedures, goals, and objectives

Skills and Abilities:

- Plan, implement, and manage the Incident, Service, Knowledge, and Quality Management processes for Technology and Information Services
- Evaluate and assess effectiveness of service offerings
- Manage, motivate, evaluate and provide direction to others

- Train and provide feedback to others
- Install, troubleshoot and maintain computers, printers and other peripheral devices
- Install and test software and hardware
- Install and configure network and server-based application software
- Install and configure server-based solutions including Terminal Services, web-based application services, and other emerging technologies
- Perform the maintenance and troubleshooting of network and desktop hardware and software
- Adapt to changing technologies and learn functionality of new equipment and systems
- Evaluate and recommend networked applications
- Communicate with users to effectively resolve problems with applications
- Prioritize and schedule work to meet schedules and timelines
- Interpret and explain policies and procedures
- Perform research, compile data, and prepare recommendations
- Independently compose correspondence, reports, and articles describing complex procedures or issues
- Prepare and deliver effective oral presentations
- Represent the department at meetings
- Coordinate the preparation of reports
- Establish and maintain effective relationships with others
- Operate a computer and related software
- Maintain trouble ticketing database

Desirable Qualifications:

- Experience with school system application software
- HDI Support Center Analyst/Technician, HDI Desktop Support Manager, HDI Support Center Manager, MCP/MCSE, and other technical certifications preferred but not required
- ITIL v3 certification desired but not required
- Knowledge of general accounting principles
- Ability to effectively communicate in Spanish

Licenses and Certifications:

- California Driver's License with evidence of insurability.