

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: MANAGER - TECHNOLOGY SUPPORT SERVICES**

**BASIC FUNCTION:**

Under the direction of assigned supervisor, plans, organizes, and directs the activities and operations related to the Helpdesk, desktop support, and site services; prepares and maintains the Technology Support Services unit budget and expenditures; assures issues related to implementation and support of information technology at the County Office are addressed efficiently and effectively; supervises and evaluates the performance of assigned personnel.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

- Plans, organizes and directs the activities and operations of assigned unit; conducts meetings to review ongoing issues and projects; works individually or in groups with team members to provide direction, assist with technical issues, guide project planning, and facilitate customer interactions; develops goals and objectives for the unit and department.
- Monitors and analyzes technical support effectiveness, efficiency and customer satisfaction; utilizes appropriate systems to manage customer requests for technology support; assures appropriate resources are applied to meet customer needs.
- Supervises and evaluates the performance of assigned staff; interviews and select employees and recommends transfers, reassignment, termination and disciplinary actions.
- Develops and prepares the annual preliminary budget for the Technology Support Services unit; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations; identify, plan and manage capital outlay budget.
- Manages and maintains the County Office Workstation Refresh Program; tracks eligible assets; communicates budget impact with divisions and ensures deployment of new workstations are completed in a timely and efficient manner.
- Ensures proper assessment management policies and procedures are being followed and all workstation assets are being tracked in the TSDS asset management software.
- Maintains and ensures consistent imaging process for all workstations in the County Office.
- Ensures consistent updates and security patches are being applied to all workstations and third-party applications using County Office patching and security software solutions.

- Prepares and/or assists with the development of strategic plans related to area of responsibility; prepares requests for proposals for services and equipment and assists in developing selection criteria.
- Collaborates on complex projects with a large team; prioritizes requirements, tracks progress, and provides status updates.
- Prepares and maintains a variety of reports, records and files related to assigned personnel and activities; creates and maintains helpdesk and workstation support documentation including diagrams, spreadsheets and related documentation; manages maintenance agreements, supports contracts and software licensing.
- Reviews proposed technology purchases; identifies, evaluates and procures new hardware and software products; identifies necessary components and prepares related purchasing documents.
- Provides technical information and assistance regarding assigned functions; assists in the formulation and development of policies, procedures and programs; participates in long term planning processes for County Office workstation and support services.
- Communicates with administrators, other County Office personnel and outside organizations to coordinate activities, resolve issues and conflicts, and exchange information; communicates and meets with vendors to evaluate potential acquisitions, identify technology solutions, troubleshoot problems with existing installations, and negotiate contracts and purchases.
- Operates a computer and assigned software programs; operates other office equipment as assigned.
- Attends a variety of meetings as assigned; participates on assigned teams and committees; conducts user group and other meetings.

**OTHER DUTIES:**

- Performs duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Networking concepts and technologies including TCP/IP, IPv4, IPv6, DNS, Virtual Private Networks (VPN) and others.
- Network security systems and technologies including firewalls, content filtering, encryption, certificate management, and others.
- Current broadband data communications technologies.
- Messaging and email archiving systems.
- Computer operating systems technologies including Windows and macOS systems, and directory services including Microsoft Active Directory, Azure Active Directory, and Group Policy.
- Mobile Device Management (MDM).

- Storage and backup concepts and technologies.
- Virtualization concepts and technologies.
- Desktop management and deployment including imaging procedures and inventory systems.
- Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, and peripherals.
- ITIL Framework and best practices.
- CIS Cybersecurity Framework.
- Budget preparation and control.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Materials, methods and tools used in the operation and repair of computer systems.
- Advanced knowledge of software programs.
- Computer hardware systems and software applications utilized.
- Principles and practices of administration, supervision and training.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Technical aspects of field of specialty.

ABILITY TO:

- Plan, organize and direct the activities and operations of the Technology Support Services unit of the TI&SS Department.
- Organize and direct the activities and operations of the Technology Support Services team.
- Oversee and participate in the planning, design, set-up, development and modification of computer and collaborative file and communication systems.
- Train and evaluate the performance of assigned personnel.
- Prioritize installation, maintenance and repair needs.
- Assure proper installation of workstation software.
- Provide consultation to County Office personnel and others concerning computer, audio video, network, and telecommunication systems equipment and malfunctions.
- Leverage Vulnerability Management and security patching solutions.
- Maintain and deliver a system of metrics that accurately reflect the performance, capabilities, and capacity of your team.
- Work with cross-functional/cross departmental teams.
- Plan and organize work.
- Meet schedules and timelines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.

**LEADERSHIP TEAM COMPETENCIES:**

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies knowledge of the intersectionality of race, equity, and inclusion.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:*

- Bachelor's degree in computer science or related field, and
- Five years increasingly responsible experience supporting computer workstations, help desk and technology uses to manage these areas. A minimum of two years in a supervisory capacity is strongly preferred.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Indoor environment.
- Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.

**HAZARDS:**

**Disaster Service Worker**

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: June 23, 2011

Revised: 8/20/14, 8/14/24



---

Marisa Perry  
Director III – HR / Classified Personnel Services

Date: 8/14/24