# PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

## <u>JOB DESCRIPTION</u>

**TITLE:**            <u>**Manager of Technical Services**</u>

**REPORTS TO:**     Director of Technology

**QUALIFICATIONS:**   Must have strong technology background and computer based "break-fix"
issues with both PC and MAC platforms.
Must be self-motivated with the ability to work, and travel, independently
within the district.
Must be able to communicate effectively both orally and in writing.
Must be familiar with database structures, and be able to create a variety of
database reports.
Should have experience in a school setting.
Required criminal background check and proof of US citizenship or legal
resident alien status

**JOB GOALS:**        To manage the technical support and services for both administrative and
instructional client computers, and both student and staff throughout the
district in accordance with the technology goals of the district.

## PERFORMANCE  RESPONSIBILITIES:

1. In collaboration with the site administrators, supervises building level technicians in order to
mentor and model appropriate "break and fix" skills and mentoring "just-in-time" training in
order to ensure efficiency with site-based techs.

2. Manages maintenance and upgrades to existing client computers district-wide.

3. Manages and supervises a district-wide "help-desk" solution to handle client computer needs.

4. 4.  Works cooperatively with others and accepts direction from supervisors.

5. Demonstrates and presents workshops in installing, troubleshooting, and upgrading hardware
and software, for site-based technicians to support both administrative and instructional users.

6. Provides assistance to site-based technicians in troubleshooting hardware, software and
network problems on a variety of platforms, including PCs, and MACs.

7. Mentors and manages site-based technical support in order to setup and support a "help-desk"
infrastructure district-wide.

8. Interfaces with and provides hardware/software support for instructional and administrative
users.

9. Manages a district-wide inventory system: working with vendors, pricing and purchasing,
inventorying, and distributing computer supplies in an equitable and appropriate manner.

10. Arranges for proper maintenance of district computer hardware and software.

11. Assists in maintaining administrative databases, including, but not limited to, voicemail system,
Sharepoint and other educational databases.

12. Manages the repair of client hardware with vendors (e.g.: DELL, APPLE) as appropriate.

13. Arranges for the disposal of obsolete computer hardware.

14. Oversees the installation of new computer hardware and district-approved software.

15. Provides hardware, software, and database recommendations and assistance to the Manager of Information Systems and the Director of Technology, as needed.

16. Participates in professional development and technical training as necessary to maintain and upgrade skills.

17. Perform such other duties that may be assigned.


Adopted:        4/5/07
Approved:     5/12/09
Revised:       9/24/09
Revised:       7/24/14
Revised:       7/20/17

JD/Computer Services