

PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA

PCSB: 0672
Pay Grade: C09

FLSA: Exempt

MANAGER, USER SUPPORT
REPORTS TO: Chief Technology Officer
SUPERVISES: Professional/Technical/Supervisory Staff Support Staff
QUALIFICATIONS: Master's degree from an accredited college or university in instructional/educational technology, computer science, business, or a related area. Six (6) years' experience in support of technology. PREFERRED: Prefer experience with and certifications in Information Technology Infrastructure Library (ITIL) or Help Desk Institute (HDI) standards
MAJOR FUNCTION
Performs administrative work to ensure that the Management Information Systems (MIS) Department is meeting the needs of its customers and other system users. Manages the required support staff to achieve high levels of customer satisfaction
ESSENTIAL RESPONSIBILITIES
• Manages support staff overseeing user support, help desk and records management. • Advances the mission of providing exemplary service for district technology users to ensure complete customer satisfaction. • Provides support leadership and training for technical systems and district portal. • Oversees the analysis, development, and updating of customer service processes and applications. • Solicits quality assurance input from technology customer. • Makes and implements decisions that address customer problem. • Participates in cross-functional committees related to customer service and application issues. • Participates in development of software and hardware standards for customers. • Plans, develops, and coordinates user training and Inservice programs for technology customers. • Meets with members of the management team on a regular basis to ensure alignments to the strategic plan. • Develops and maintains strong partnerships with departments, teams, schools, and government agencies. • Creates customer relationships that support district strategic directions. • Develops and publishes support documentation for technology customers. • Fosters clear communication with diverse groups to enhance customer service. • In conjunction with the Administrator, Student Information System, performs and assists with responsibilities consistent with that role as needed to support departmental operations. • Coordinates school-based SIS installation, training, conversion and start-up. • Assists schools in investigating and evaluating optional software transmissions. • Assists in synchronizing data transfers, downloads and state transmissions. • Coordinates training for school-based personnel when changes are made to SIS. • Performs other related duties as assigned.

MANAGER, USER SUPPORT

TERMS OF EMPLOYMENT
<i>Salary and benefits will be paid according to the district's approved compensation plan. The district shall establish the length of the work year and hours of employment.</i> <i>Performance of the job will be evaluated in accordance with the provisions of the School Board's policy on evaluation of personnel.</i> <i>The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.</i>
HISTORY OF JOB CLASSIFICATION
ISSUED: 1/08 AK; BOARD APPROVED: 2/12/08; REVISED: D&R and MQ's: 12/10 RAS; BOARD APPROVED: 1/25/11; REVISED: PC 7/30/14; BOARD APPROVED: 8/12/14; REVISED: RT, ER: 10/21/25 KM;

MANAGER, USER SUPPORT

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds	X				
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds	X				
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending	X				
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a computer to enter and transform words or data					X
21. Using various technology tools					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Manager, User Support – Admin