Supervisor, Computer Support

FLSA Status: Exempt
Pay Grade: 18
Job Title ID: 20152
Job Series/Job Family: Workforce Education & Business Development Series / Dean Computer Studies & Advanced Technology Family

Reports To

Department Chair or Professor

Job Purpose

To maintain, install, support, and supervise ACC network computer systems and peripheral equipment; provides professional-level network support functions, and customer assistance services.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides technical support, training, and assistance; analyzes problems and implements solutions according to Department guidelines and procedures; performs network and server administrator duties, and assures system stability, accessibility, and proper configuration of assigned technical systems and components.
2. Performs computer trouble-shooting to diagnose system problems; analyzes hardware and software functionality; identifies, locates, resolves, and repairs problems within scope of authority.
3. Monitors network environment; resolves configuration and connectivity issues, and other traffic, security and access problems; checks network for operating efficiency, makes corrective adjustments to data management settings, and assures system integrity.
4. Performs ongoing technical tuning of the network systems to improve performance.
5. Maintains and updates computers, workstations, network systems, equipment and peripherals; installs software upgrades, enhancements, and revised functions.
6. Supervises and provides technical leadership and guidance to technical staff; ensures compliance with policies and regulations, and that all issues are addressed and resolved.
7. Coordinates response to the needs and inquiries of users; explains IT issues, deploys solutions, and follows up with users to assure the stability and functionality of the users' systems.
8. Reports technical problems which need to be addressed by improved policies or procedures.
9. Coordinates the training of users on software applications usage and configuration issues.
10. Collects technical and administrative information and compiles data for reports.
11. Provides input in the development of hardware and software budgets; evaluates and recommends hardware and software for purchase.
12. May assist with website management.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Effectively using organizational and planning skills.
- The structure and operating capabilities of multiple network operating systems.
- Network hardware, software, and peripheral equipment troubleshooting techniques.
- Administration and maintenance principles of multiple network operating domains, relational databases, and

web- and windows-based software applications.
- Network topologies and protocols, and Internet technical knowledgebase services.
- Supervisory principles, practices, and methods.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills.
- Assessing ACC network support needs, and developing and promoting effective solutions.
- Using procedural programming languages, and Structured Query Language (SQL).
- Prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Operating and maintaining computer and peripheral equipment safely and competently.
- Solving technical problems involving integrated operating systems and hardware platforms.

Computer Skills

Required

- Demonstrated professional-level technical proficiency in network domain administration.

Physical Requirements

Required

- Occasional lifting of objects up to 50 lbs.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a computer laboratory and office environment

Work Experience

Required

- Two years computer network server and database administration work experience in a complex networked environment including one year supervisor experience.

Education

Required

- High School diploma or equivalent.

Preferred

- Associate's degree in computer science.

Licenses/Certifications

Required

- Valid Texas Drivers License. Specific technical network/server/database certifications and programming languages may be required.

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.