State College of Florida, Manatee-Sarasota
Job Description

Job Title: Supervisor, On-site Support

Reports to: Manager, Customer Services
FLSA Status: Exempt
Level: 211
Position Class:

Job Summary:
Provides supervision, oversight and direction for the Help Desk function. Works closely with a team of Technical Support Specialists, student assistants, and other IT professionals to provide technical support and consulting guidance to the College-wide community.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Provides technical support to campus faculty, staff, students, and departments.
2. Supervises, trains, coaches and evaluates the Help Desk staff and student assistants.
3. Leads the implementation of Dell Flex solution.
4. Researches and recommends new tools and applications for internal use and customer support.
5. Provides diagnostic services, troubleshoots and addresses complex customer issues and concerns.
6. Tests new hardware and software to determine usability and impact in the college campus environment.
7. Identifies technology needs and develops plans to meet the needs.
8. Provides consultation services to College departments regarding purchasing, educational and standard recommendations.

9. Provides backup account administration support.

10. Creates and maintains end user documentation and self service materials for campus technology resources.

11. Maintains a high degree of computing competence and leadership while staying current with popular campus hardware/software products and developments in the computing industry.

12. Participates in formal training to obtain or retain certifications.

13. Develops and implements internal operating standards and insures sustainable IT practices and solutions.

14. Performs other duties as assigned.

**Job Qualifications:**
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Associate’s degree or equivalent from two-year college or technical school and three or more years related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  One or two years of direct supervisory experience, including responsibility for hiring, firing, performance management, training and coaching is required.

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram/chart, or schedule form.
• **Computer Skills** –
  Must possess the skills to load specific software packages such as: operating systems, word
  processing and spreadsheets programs. Advanced computer hardware/software
  troubleshooting skills and computer image building skills.

  **Specific experience in the following technologies:**
  - Microsoft Windows XP/Vista
  - Cisco VPN Client Configuration
  - Microsoft Outlook
  - Internet Explorer
  - Symantec Norton AntiVirus
  - Ethernet Client Configuration
  - TCP/IP Client Configuration
  - ServiceDesk Call Tracking Solution
  - Printer Configuration/Installations

• **Certificates and Licenses**
  CompTIA A+ preferred but not required.

**Responsibility for People and Property:**
This position supervises the Help Desk staff and student assistants.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of College faculty, staff and students.

• **External Contacts**
  This position has occasional contact with software and hardware vendors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee
encounters while performing the essential functions of this job. Reasonable accommodations may
be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee
to successfully perform the essential functions of this job. Reasonable accommodations may
be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use manual
dexterity, reach with hands and arms, and talk or hear. The employee is occasionally required to
stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally
lift and/or move up to 25 pounds. Specific vision abilities required by this job include close
vision, distance vision, color and ability to adjust focus.
General Performance Standards and Expectations:
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

Approvals:
This job description has been reviewed and approved by the leaders whose signatures appear below.

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