

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM  
CLARKSVILLE, TENNESSEE  
JOB DESCRIPTION**

**Job Title:** Desktop Support Manager

**Department:** Technology

**Job Description**

**Date Reviewed:** October 2022

**Reports To:** Chief Technology Officer

**Grade:** 499

**Purpose of Job**

The purpose of this job is to provide management, administration, and supervision to the technical support team. The Desktop Support Manager provides leadership, training, and oversight to the Desktop Support Leads, and Desktop Support Technicians within the Technology Department. This job is also responsible for other duties, which include but are not limited to, customer support, special projects, and all essential tasks and responsibilities as described below.

This position is considered Mission Essential to the District and the Technology Department, in accordance with HUM-A012. A Mission Essential Employee is critical in addressing incidents that result in an interruption of normal functionality of district technology resources for students and staff.

**Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Provides management and leadership to the technical support team, to include the Desktop Support Leads, and Desktop Support Technicians.

Provides leadership and supervision of the technical support team to facilitate quality customer service and technical support of software and hardware, to include district-issued computers, peripherals, tablets, and other electronic devices.

Functions as the central point of information distribution regarding system-wide technical support issues.

Works with Chief Technology Officer to establish and implement policies and procedures with regard to technical support operations.

Responsible for development and implementation of professional development training for the technical support team.

Supervises Desktop Support Leads, to include but not limited to: workload assignment, performance goals, evaluations, training, instruction, corrective action, and other supervisory duties as designated by the Chief Technology Officer.

Manages the technical support team administrative and personnel functions, to include hiring, performance appraisal, leave requests, timesheet reconciliation, corrective action, and other supervisory duties as designated by the Chief Technology Officer.

Facilitates effective communication and a general sense of teamwork within the technical support team.

Responsible for quality control of customer technical support.

Provides oversight to Desktop Support Leads regarding repairs, replacement and/or updates of hardware/software at customer sites.

Provides oversight to Desktop Support Leads regarding the installation of hardware/software on technology equipment.

Approves, assigns, and provides oversight to special projects.

Researches, coordinates, and involves appropriate parties with regard to the development and acquisition of equipment and software.

Provides customers with hardware/software support and instruction.

Performs maintenance functions on technology hardware/software and tests/troubleshoots for errors.

Maintains a working knowledge of various computer equipment, software programs, and networking.

Backup for overseeing technical forensic investigations of computers, tablets, smartphones, and other electronic devices.

Reviews disputes submitted by customers regarding billing for damaged equipment to provide customers with understanding and appropriate resolution for each individual case.

Approves, assigns, and provides oversight to special projects which includes managing more than 38,000 1:1 student devices from collection of all devices in the spring, preparation of all returned and newly acquired devices during the summer, and the distribution of all the devices in the fall.

### **Additional Job Functions**

Performs other duties as required.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Bachelor's Degree in Computer Science or related field required, or a combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Two years experience working in a supervisory or management level position.
- Three to five years work experience in technology-related fields.
- Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all district locations.
- Demonstrated leadership capability, an organized management approach, and strong multitasking and problem-solving abilities.

**KNOWLEDGE OF JOB**

Has considerable knowledge of the policies, procedures, and activities of the district and practices as they pertain to the performance of duties relating to the position. Has thorough knowledge of practices necessary for the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to department operations and activities. Able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organization, human relations, and technical skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Knowledgeable and proficient with computers. Able to read, understand, and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of automated office machines and computer equipment, which includes a mainframe computer, personal computer, printer, modem, calculator, telephone, etc. Must be able to use body members to work, move, or carry objects or materials, up to forty-five. Must be able to exert up to forty-five pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels for active work.

**DATA CONCEPTION:** Requires the ability to compare and/or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

**LANGUAGE ABILITY:** Requires the ability to read a variety of informational documentation, directions, instructions, methods, and procedures related to the position. Requires the ability to understand and communicate within computer operating systems and requires an understanding of network protocols. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

**INTELLIGENCE:** Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of position.

**VERBAL APTITUDE:** Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

**NUMERICAL APTITUDE:** Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes while using automated office equipment.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

**COLOR DISCRIMINATION:** Requires the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as interpreting departmental policies and procedures. Must be adaptable to performing under stress when confronted with an emergency related to the position.

**PHYSICAL COMMUNICATION:** Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

**ATTENDANCE:** A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

\_\_\_\_\_  
**Employee's Signature**

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Employee's Munis Number**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Date**