

**PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA**

PCSB: 0672  
Pay Grade: C09

FLSA: Exempt  
ADM

<b>MANAGER, USER SUPPORT</b>
<b>REPORTS TO:</b> Assistant Superintendent, Technology and Information Systems
<b>SUPERVISES:</b> Support Staff
<b>QUALIFICATIONS:</b> 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.  <b>PREFERRED</b> Prefer experience with and certifications in Information Technology Infrastructure Library (ITIL) or Help Desk Institute (HDI) standards.
<b>MAJOR FUNCTION</b>
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.
<b>ESSENTIAL RESPONSIBILITIES</b>
<ul style="list-style-type: none"><li>• Manages support staff overseeing user support and help desk</li><li>• Advances the mission of providing exemplary service for district technology users to ensure complete customer satisfaction</li><li>• Provides support leadership and training for Course Management System and district portal</li><li>• Oversees the analysis, development, and updating of customer service processes and applications.</li><li>• Solicits quality assurance input from technology customer</li><li>• Makes and implements decisions that address customer problem</li><li>• Participates in cross-functional committees related to customer service and application issues</li><li>• Participates in development of software and hardware standards for customers</li><li>• Plans, develops, and coordinates user training and inservice programs for technology customers</li><li>• Meets with members of the management team on a regular basis to ensure alignments to the strategic plan</li><li>• Develops strong liaisons with departments/teams and schools</li><li>• Creates customer relationships that support district strategic directions</li><li>• Develops and publishes support documentation for technology customers</li><li>• Fosters clear communication with diverse groups to enhance customer service</li><li>• Performs other related work as required</li></ul>

**MANAGER, USER SUPPORT**

**TERMS OF EMPLOYMENT**

*Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be established by the District.*

*Performance of the job will be evaluated in accordance with provisions of the School Board's policy on evaluation of personnel.*

*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.*

**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

**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 keyboard to enter and transform words or data					X
21. Using a video display terminal					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 – ADM