

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: TECHNICAL SERVICES MANAGER

TITLE #: 1682

DISTINGUISHING FEATURES OF THE CLASS: This is technical-management work of a specialized nature involving responsibility for the efficient operation, maintenance and repair of a school districts' audio-visual and microcomputer equipment. The work is carried out in accordance with established procedures and involves supervision of subordinates who perform complex preventive and routine maintenance, diagnosis and repair of equipment and computer networks. Work is performed under general supervision of the Chief Information Officer or other designated supervisor with considerable leeway allowed for the exercise of independent judgment. General supervision is exercised over the work of subordinate personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the diagnosis and repair of microcomputer and video equipment arriving for service;

Supervises and performs design, installation, and maintenance of local and wide area networks;

Develops project proposals, cost estimates, timelines and schedules for services, including training in new uses of technology and programs of preventive maintenance and repair;

Develops and monitors tracking systems for status of current repairs, equipment loans and customer satisfaction;

Provides on the job training to subordinate staff on the installation, configuration and maintenance of desktop, laptop and PDA software, hardware and related peripheral equipment;

Orders equipment, supplies, parts, and maintains inventory;

Prepares monthly billing summaries and submits them to the business office.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of local and wide area computer networks, technical operation, maintenance and repair of microcomputer systems and video systems; good knowledge of the use of standard test equipment; ability to interpret and utilize schematic diagrams; ability to direct and supervise the work of others; ability to maintain electronic and mechanical equipment and make repairs when necessary; ability to communicate effectively both orally and in writing; mechanical aptitude; manual dexterity; reliability; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree or higher in Computer Science, Electrical Engineering, Electrical Technology or related field; OR
- B. Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree or higher and one (1) year of experience in the installation and maintenance of local and wide area networks and repair and maintenance of electronic and mechanical equipment; OR
- C. Graduation from a regionally accredited or New York State registered college with an Associate's Degree in Computer Science, Electrical Engineering Technology, Electronics or related field and two (2) years of experience in the installation and maintenance of local and wide area networks and repair and maintenance of electronic and mechanical equipment.

JURISDICTIONAL CLASSIFICATION: Competitive

REVISED: 9/3/15 AT