



Classification Title: Manager, Technical Services and Support

Department:	Information Services	EEO6 Code:	1
Employee Group:	Administrative Association (Classified Administrator)	Salary Grade:	69
Supervision Received From:	Director, Information Services	Date of Origin:	6/2012
Supervision Given:	Assigned Supervisory, Classified, hourly, and volunteer employees	Last Revision:	8/2026

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Manages, plans, coordinates, and administers day-to-day operational activities for technical services and support; assist in and performs operations functions including planning, budget, oversight of contracts, coordinating with human resources, procurement and customer service; manages District-wide technical support and service desk operations, including end-user technology, endpoint services, instructional and classroom technology, and audio-visual services; coordinates department functions and activities with other division staff, faculty, administrators and departments that utilize related technology services.

DISTINGUISHING CHARACTERISTICS.

The Manager, Technical Services and Support is responsible for planning, managing and coordinating technical services and support functions and operations District-wide that focus on end-user-facing services, service desk operations, endpoint services, instructional and classroom technology, and audio-visual services. This class is distinguished from the other Manager classifications in Information Services by its responsibility for managing the District's service desk, end-user technology, instructional and classroom technology, and audio-visual services; and by its responsibility for managing technical support specialists, network/systems technicians, audio-visual designated positions, and systems administrators carrying out the instructional systems designation.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full management and supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, manages, coordinates, and evaluates business and support functions and activities for technical services and support, including planning, budget, coordinating with human resources, procurement, contract administration, work planning and management, reporting, customer service and related matters; evaluates and reports on program operations and assesses program needs and improvement opportunities.
3. Participates in and oversees development and implementation of goals, objectives, policies and priorities for technical services and support to include end-user-facing services, service desk operations, endpoint services, instructional and classroom technology, and audio-visual services; recommends and administers program, department, division and District policies and procedures; monitors and evaluates the efficiency and effectiveness of program/department work and procedures; recommends appropriate service and staffing levels.

4. Manages the development and tracking of the technical services and support budget; works with the Director and other division managers throughout the budget development process in forecasting funding needs for staffing, equipment, materials and supplies; analyzes department expenditure estimates, requests and proposals, identifies issues and concerns and advises on appropriate actions; prepares and processes budget transfers, contracts and other budget adjustments.
5. Implements and maintains security controls within the assigned area consistent with the District's information security program and adopted security framework, including endpoint security, device compliance, access controls, security incident response, vulnerability remediation, and security awareness activities; participates in security incident response; supports vulnerability identification and remediation, periodic access review, and security awareness activities within the assigned area.
6. Establishes and monitors service level targets and operational performance measures for technical services and support, including first-contact resolution, time to resolution, backlog, reopen rate, user satisfaction, and other applicable measures; analyzes performance data to direct staffing, priorities, training, process improvements, and investment recommendations.
7. Coordinates services and incidents with other department managers responsible for identity and access, endpoint management, security response, shared platforms, and related technology services to ensure continuity of operations and service delivery.
8. Evaluates vendors and manages vendor relationships, contracts and service level agreements for the assigned area; participates in procurement; and reviews vendor security and accessibility documentation prior to adoption.
9. Prepares and maintains records, reports, project documentation, and operational status information related to department operations, including projects, personnel, equipment usage, service performance, and government-required reports; monitors operational status and apprises the Director of significant issues, emerging resource requirements, and other matters affecting service delivery.
10. Oversees the analysis and resolution of user problems and service requests involving personal computers, desktop workstations, portable computers, mobile devices, network-connected peripherals, hardware, software, and related technologies; evaluates user needs, analyzes potential solutions and effects on existing systems, and ensures appropriate resolution and customer service.
11. Directs service desk operations, including the information technology service management platform, intake channels, self-service resources, triage, escalation paths, and resolution workflows.
12. Manages the adoption of artificial intelligence and automation in user support, including virtual agents, automated triage and routing, knowledge base curation, and proactive or predictive support; evaluates tools prior to adoption; defines escalation paths from automated to human support; reviews automated output for accuracy, bias, accessibility and appropriateness both before and after deployment.
13. Directs the knowledge management program for technical services and support, including article creation, review, currency and retirement.
14. Manages endpoint lifecycle and device management, instructional computer lab and classroom technology, and audio-visual services, including planning, deployment, maintenance, support, replacement, and lifecycle management.
15. Manages end-user support for cloud-based and vendor-hosted applications, including adoption support, user training, communications, and coordination of provider-initiated releases and changes.
16. Oversees endpoint and user-facing security, including device compliance, endpoint protection, phishing reporting and response, and security awareness activities for faculty, staff and students.
17. Ensures that end-user technology, support channels and self-service resources meet applicable accessibility requirements.
18. Provides technical consultation and guidance to District departments, management, users, and technical staff regarding complex support issues, technology solutions, service delivery, and emerging end-user technologies.

Marginal Functions:

1. Provides responsible staff assistance to the Director; acts as administrator in charge in the absence of other Information Services managers and/or the Director, assuming leadership responsibilities to ensure continuity of operations and service delivery.
2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
3. Participates in shared governance through service on planning and/or operations committees and task forces.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.**Experience and Training Guidelines:**

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of network and/or technical services experience including two years of supervisory experience.

Education/Training: Bachelor's degree in computer science or a related field.

Preferred Qualifications:

1. Coursework beyond the minimum qualifications in computer science, information systems, information technology management or a related field.
2. Current certification in information technology service management.
3. Experience leading a technology transition in an educational setting, preferably in higher education.

License and/or Certificate: Possession of a valid California Driver's License.

Knowledge of:

1. Leadership and managerial principles and practices, including selection, training, evaluating, and discipline.
2. Technical services and support operations, including service desk management, incident management, service request fulfillment, problem management, escalation procedures, and service-level management.
3. Information technology service management principles, practices, methodologies, and tools used to support Districtwide technology services.
4. Endpoint computing technologies including desktop and laptop computers, mobile devices, peripherals, operating systems, endpoint management tools, and device lifecycle management.
5. Instructional and classroom technology, audio-visual systems, and related technologies used to support teaching, learning, meetings, and presentations.
6. Computer hardware, software, operating systems, business applications, cloud-based applications, and vendor-hosted services used to support District operations and end users.
7. Knowledge management and self-service support practices, including development, organization, maintenance, and evaluation of technical documentation and support resources.
8. Technology service performance measurement and service-level management principles, including service availability, response and resolution times, first-contact resolution, backlog management, customer satisfaction, and other operational performance measures.
9. Endpoint and user-facing cybersecurity principles and practices, including device compliance, endpoint protection, access controls, vulnerability management, phishing response, security awareness, and incident response.
10. Accessibility principles, standards, and practices applicable to information technology, digital services, software, hardware, and end-user technologies.
11. Artificial intelligence, automation, virtual agents, and other emerging technologies used to enhance technical support and service delivery, including considerations related to accuracy, security, accessibility, bias, and appropriate human escalation.
12. Vendor and service provider management, including service-level agreements, contract administration, procurement practices, service evaluation, release management, and vendor escalation procedures.

13. Principles, practices, procedures, and techniques of budget preparation, administration, and maintenance, including District budget development and administration policies, practices, and procedures.
14. Higher education administrative practices and the organization, policies, procedures, objectives, governance, and operational environment of a community college district.
15. Principles, practices, methods, and techniques of project management.
16. Policies, procedures, standards, and applicable federal, state, and local laws and regulations related to information technology services, accessibility, security, privacy, procurement, and operations.

Skill in:

1. Leadership, supervisory and managerial principles and practices, including selection, training, evaluating and discipline.
2. Planning, organizing, managing, and directing the day-to-day activities, services, and operations of technical services and support staff.
3. Establishing service priorities, staffing levels, operational procedures, service standards, and performance measures for Districtwide technical services and support.
4. Analyzing user needs and service requirements, evaluating technology solutions, and developing effective technical services and support strategies.
5. Managing service desk operations, including service intake, triage, escalation, incident and service request management, resolution workflows, and service-level targets.
6. Analyzing service performance data and using operational metrics to identify trends, improve service delivery, allocate resources, and recommend changes to staffing, processes, and technology.
7. Managing endpoint technology and lifecycle activities, including planning, deployment, configuration, maintenance, replacement, and support of computers, mobile devices, peripherals, and related technologies.
8. Managing instructional and classroom technology and audio-visual services, including planning, implementation, support, troubleshooting, and lifecycle management.
9. Evaluating and implementing technology solutions, tools, automation, artificial intelligence, and self-service technologies to improve technical support and user experience.
10. Managing vendor relationships, service-level agreements, contracts, procurement activities, technology services, and vendor-provided releases and support.
11. Developing, implementing, and monitoring technical services budgets and allocating resources to meet operational and service delivery objectives.
12. Analyzing complex technical and operational problems, evaluating alternatives, exercising sound judgment, and implementing effective solutions.
13. Providing technical consultation and guidance to District departments, management, users, and technical staff regarding technology solutions, complex support issues, and service delivery.
14. Planning, implementing, and managing technology projects, including establishing priorities, allocating resources, developing schedules, coordinating cross-functional teams, monitoring progress, and resolving issues.
15. Preparing and maintaining technical documentation, reports, policies, procedures, service records, project records, and other related materials.
16. Interpreting, applying, and explaining applicable laws, regulations, policies, procedures, accessibility requirements, security standards, and technical practices.
17. Establishing and maintaining effective working relationships with administrators, faculty, staff, students, vendors, and other internal and external contacts.
18. Communicating clearly and concisely, both orally and in writing; exercising sound independent judgment and initiative; mediating difficult situations; and managing multiple priorities in a dynamic technology environment.
19. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; periodic work in a data center environment with low temperatures and high decibel levels; and extensive contact with faculty and staff.

Physical Conditions:

Essential and marginal functions require mental and physical fitness to perform necessary job functions with or without accommodations such as the extensive use of computer keyboard, sitting or standing for extended periods of time, the

ability to lift and carry computer related equipment, and visual acuity for creating computer-generated work and to read printed materials. Position requires travel to District and other locations. Occasional evening, weekend and holiday hours are required to support scheduled maintenance and incident response.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.