Montclair Public Schools
Personnel Department

JOB DESCRIPTION

TITLE: Manager of Technical Support

QUALIFICATIONS:
1. Must have strong technology background and computer-based break -fix knowledge
2. Must be able to address issues with both PC and Mac platforms and have up-to-date and relevant technology certifications
3. Must be self-motivated with the ability to work and travel independently within the district
4. Must be able to communicate effectively both orally and in writing
5. Must be familiar with database structures and be able to both administer and create a variety of database reports.
6. Must be able to work in a team environment
7. Should have experience in a school setting
8. Required criminal background check and proof of US citizenship or legal resident alien status
9. Degree in Computer Science or related field preferred

RESPONSIBLE TO: Director of Technology
JOB GOAL:
- Manage the technical support for both administrative and instructional client computer users throughout the district in a helpdesk environment
- Assist other departments including but not limited to HR, Business, and Pupil Services in district and client database reporting and software database administration needs
- Provide best practices for technology solutions and workflow options for Central Office Departments

PERFORMANCE RESPONSIBILITIES:
1. Manages maintenance and upgrades to existing client computers district wide
2. Manages and supervises a district-wide "help-desk" solution to handle client computer needs
3. Works cooperatively with others and accepts direction from supervisors
4. Knowledge of installing. troubleshooting. and upgrading hardware and software and of supporting both administrative and instructional users
5. Interfaces with and provides hardware/software support for instructional and administrative users
6. Manages a district-wide inventory system: working with vendors. pricing and purchasing. Inventory control and distributing computer supplies in an equitable and appropriate manner, provides accurate data for district wide technology obsolescence plan
7. Provides both administration and supervision and support for Central Office administrative reporting needs such as: Renaissance Learning, DRA, Edumet. Genesis, IEP Direct. NJ Homeroom, NJSmart, and data reporting as needed
8. Provide technical expertise and support to Central Office departments with confidential requests.
9. Arranges for proper maintenance of district computer hardware and software
10. Assists with the installation of new computer hardware and district approved software.
11. Assists Network Administrator with daily network, hardware, software, and database support
12. Perform such other duties that may be assigned

Salary: 12 month as determined by the Board (non-affiliated position)
Established: January 2024