

**Alaska Court System
Class Specification**

TECHNICAL SUPPORT SUPERVISOR I

Range: 18

EEO4: 02

SOC: 49-1011

Class Code: C3406

Definition:

The Technical Support Supervisor I is responsible for the design, development, management, implementation, maintenance, and daily operation of the Alaska Court System's office and courtroom communication and technology resources. The incumbent serves as the lead on various technology projects and advises Information Systems (IS) personnel and court managers on all administrative and technical matters concerning these electronic systems.

Distinguishing Characteristics:

The Technical Support Supervisor is a single-position job class responsible for the Alaska Court System's statewide phone systems, personal computers, security systems, video systems, recording systems, and related infrastructure. This is a supervisory job class with substantial authority to employ, discipline, and adjudicate the grievances of subordinate employees. The Technical Support Supervisor I is the entry level at which the incumbent receives focused training in order to independently perform higher level work.

The Technical Support Supervisor is a flexibly-staffed position. Progression to the higher level may occur when the incumbent: 1) successfully completes a specified training plan; 2) meets all other specified terms of the flexible staffing agreement; 3) meets the minimum qualifications of the higher level; 4) is certified by the supervisor as capable to perform at a higher level; and 5) is approved the Human Resources Department.

Supervision Received: The Technical Support Supervisor I works under the general direction of the Technical Services Manager. Methods of performing assignments are the responsibility of the employee so long as they are within established policies and procedures. Work is periodically reviewed to measure overall results and assure conformance with policy and procedure.

Supervision Exercised: The Technical Support Supervisor I exercises full supervisory authority and responsibility for assigned staff.

Complexity of Tasks: The Technical Support Supervisor I is responsible for the court's statewide electronic systems and most complex electronic projects. The incumbent is required to make critical decisions under pressure, and to recommend and implement emergency actions to restore failed systems.

Independent Judgment: The Technical Support Supervisor I performs duties that require a high degree of independent judgment to evaluate situations and take necessary action to quickly resolve problems of a complex nature, prioritize work, and manage personnel.

Examples of Duties:

Classify and prioritize Helpdesk requests. Monitor the individual technicians' call queues; redistribute and support technicians in the prioritization and management of their work.

Ensure that call queues are updated accurately and customers are informed in a timely fashion.

Supervise technical staff within Information Systems Support. Interview, hire, train, evaluate, and discipline subordinate employees.

Prepare interim and annual performance evaluations in advance of the due date; discuss ratings with employee, and forward for supervisory review, approval, and processing. Review and approve leave requests.

Plan, assign, and review the work of subordinate employees. Establish daily work priorities and schedules. Monitor the daily workflow. Ensure that standards for accuracy and processing are met within established deadlines.

Coordinate the activities of staff. Assign development and maintenance tasks and work projects.

Coordinate travel schedules, system implementation, user training, and repair or replacement of equipment.

Develop an adequate inventory system for parts and related items.

Manage the operation and maintenance of all automated electronic systems in court operations, including desktop computing and peripherals, courtroom recording systems, telephone and related equipment systems, and physical security systems.

Work closely with Area Court Administrators, Clerks of Court, and Presiding Judges to plan upgrades, manage maintenance, and troubleshoot district technology resources and special systems.

Direct and conduct testing of new electronic equipment; develop specifications for new equipment; assist in developing Requests for Proposals and other procurement documents for new equipment; participate in the review of bids to select successful bidders; serve as project manager and primary liaison with vendors.

Assist with the oversight, support, maintenance, upgrade and administration of the security systems, including contracts with contractors and monitoring companies.

Work closely with internal and external stakeholders to ensure successful implementation of a new security systems and support of existing installations.

Travel as necessary for repair/installation of technology resources and special systems in the courts.

Minimize disruption of service to court users during maintenance, upgrades, and replacement of existing systems.

Review and evaluate the need for new hardware and/or changes in equipment.

Research and obtain quotes for equipment purchases.

Evaluate and make recommendations concerning vendor hardware, software, and training products.

Perform other related duties as assigned by the Technical Services Manager.

Knowledge, Skills, Abilities:

The Technical Support Supervisor I requires knowledge of:

- Computers and automation, systems design.
- The principles of supervision and management.
- Federal, state, and local government functions, organizations, and structures.
- The principles, practices, and techniques used in project management; current computer technology and trends, including information management, communications, and data administration; data processing systems design, programming, operations, and controls.
- Operating principles of electronic equipment including tools, methods, materials and instruments used in installation, maintenance, repair, and modification of electronic equipment; principles and techniques of electronics data processing including familiarity with micro computer equipment including their operating principles.

The Technical Support Supervisor I requires skill in order to:

- Use various types of computers and peripheral equipment.
- Facilitate resolution in difficult and controversial situations.
- Read and interpret drawings, plans, diagrams and written directions pertinent to electronic equipment as units, systems or networks.
- Supervise technical personnel in the shop and at remote sites for installation, repair and training activities.

The Technical Support Supervisor I requires the ability to:

- Communicate complex concepts in straightforward language.
- Analyze needs and recommend improvements for the system.
- Comprehend complex written material; interpret and apply rules, regulations, and instructions; evaluate suggestions and priorities; analyze problems and make appropriate recommendations.
- Establish and maintain cooperative working relationships with those contacted in the course of duties; review and prepare comprehensive reports.

- Communicate effectively orally and in writing; and work effectively within a team context.
- Supervise the activities of subordinate staff; participate effectively in conferences and interviews; act as liaison between electronic technician staff and other court personnel.
- Review and assess the suitability of new electronic products being considered by the court system.

Minimum Qualifications:

A bachelor's degree from an accredited college in computer science, public administration, management, information science, systems engineering, or a closely related field.

AND

Three years of increasingly responsible experience in the information technology field.

AND

One year of technical experience in system analysis, design, programming, or network implementation. The required work experience may have been completed concurrently.

OR

Graduation from a two-year associate program from an accredited college in computer science, public administration, management, information science, systems engineering, or a closely related field.

AND

Five years of increasingly responsible experience in the information technology field.

AND

One year of technical experience in system analysis, design, programming, or network implementation.

The required work experience may have been completed concurrently.

Note: This position is in the partially-exempt service; incumbents serve "at-will" to the hiring authority.

12/10 – WPA spec revision; review, correct crosswalk codes

03/12 – Title change

03/14 – Remove MQQ's

07/14 – Change title, duties, MQs

05/15 – Change EEOC and SOC Codes