

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i>	Technical Support Services Manager	<i>BOT Date:</i>	Dec 14, 2000
<i>Level:</i>	F	<i>FLSA Status:</i>	Exempt
		<i>Class Code:</i>	E0607
		<i>Adm. Rev:</i>	

GENERAL DESCRIPTION

Responsible for designing and developing technical operations and resources for Internet initiatives. Provides leadership and coordination with established partnerships with I-Tech, Inc. and the ACT Center. Ensures a smooth flow of processes and procedures required for technical courses delivered, and training in the use of instructional aids for trainers and in-house users of the VISION facilities. Responsible as the primary resource for computer-student related issues.

KEY RESPONSIBILITIES

% OF TIME

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1.	Recruit, interview, recommend for hire, and evaluate and supervise trainers/instructors of Information Technology courses.	30%
2.*	Provide training in the use of instructional aids for trainers and other in-house and external users of VISION facilities.	5%
3.	Coordinate establishment of new courses on the administrative computer system. Secure instructional materials and facilitate payment for goods and services.	10%
4.*	Primary liaison with contractual partners to ensure strong communication links between VISION and its partners regarding program, services, and curricula.	10%
5.*	Design and oversee implementation of routine and specialized configurations of servers and student stations as required for computer courses.	5%
6.*	Manage the selection, procurement, and maintenance of technical resources (hardware and software) required for computer-related courses and lab facilities.	20%
7.	Develop and manage process for registration, counseling, and facilitating payment and financial aid for students in computer related programs. Manage and provide follow-up contact with new and current students.	10%
8.*	Monitor, record, and ensure compliance with software licensure requirements and partnership contracts.	5%
9.*	Provide technical service and support for all VISION instructional computer workstations and technical teaching aids throughout the VISION Center and at off-site locations where training is offered.	5%
10.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS		
<i>Formal Education:</i>	Bachelor's degree required.	
<i>Work Experience:</i>	Five to seven years of prior work related experience required.	
<i>Planning Scope:</i>	Plans events that are expected to occur in one to three months or on a quarterly basis. The primary scope of planning affects a campus.	
<i>Planning Level:</i>	Section or large group.	
<i>Impact on Actions:</i>	Provides supportive advice, analysis, or related services which impact the expense or revenues but with no authority to actually spend the budget. May collect or process revenues/expenses. Provides supportive services that impact grants and revenues.	
<i>Impact of Decisions:</i>	There is moderate responsibility for making recommendations or decisions which typically affect department, but may at times affect the operation, services, individuals, or activities of others outside department.	
<i>Complexity:</i>	Work is non-standardized and widely varied requiring the interpretation and application of a substantial variety of procedures, policies, and/or precedents used in combination. Frequently, the application of multiple, technical activities is employed; therefore, analytical ability and inductive thinking are required.	
<i>Decision Making:</i>	Supervision is present to establish and review broad objectives relative to basic position duties or departmental responsibilities. Independent judgment is required to study previously established, often partially relevant guidelines; plan for various interrelated activities; and coordinate such activities within a work unit or while completing a project.	
<i>Problem Solving:</i>	Problem solving involves identification and analysis of diverse problems; answers are usually found by reviewing standard technical manuals and administrative procedures and modifying them for unusual situations. Guidance is usually provided on what sources to review and solutions are reviewed before acceptance.	
<i>Communication with Others:</i>	Requires regular internal contacts to carry out programs and to explain specialized matters, or occasional contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion. Also requires regular external contacts to carry out programs and to explain specialized matters, or work requiring continuing personal contact with the public.	
<i>Supervision of Others:</i>	Responsible for providing limited supervision within a department. Formally plans, assigns, directs, and coordinates the work of these functions. Typically responsible for performing some non-supervisory duties in addition to supervisory responsibilities. May perform staff evaluations and make recommendations regarding pay and/or performance. Nature of work supervised is primarily technically oriented or complex, includes additional administrative responsibilities, and requires a working knowledge of unit or department activities.	
<i>Job-Related Knowledge:</i>	Advanced Professional Skills: The professional theory and practice of the level above, but applied at the advanced level of a "seasoned" professional. Requires extensive knowledge of their professional discipline and a working knowledge of related fields. Understands information in several unrelated professional disciplines.	
<i>Innovation/Creativity:</i>	Work requires using original and creative thinking to develop new, moderately complex results. The results generally impact several work groups, a large project or an extended customer base.	
<i>Working Conditions/ Physical Effort:</i>	Work requires only minor physical exertion and/or physical strain. Work environment involves only infrequent exposure to disagreeable elements.	