



Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title: **Information Technology Support Services
Supervisor**

FLSA Status: **Exempt**

Job Family: **Professional**

Pay Range: **Schedule A/P, Grade X**

Prepared/Revised Date: **August 1, 2024**

Job Code: **34221**

SUMMARY: Responsible for executive administrative, organizational, and high-level clerical functions in support of the Chief Technology Officer, department administrators, and other Information Technology (IT) staff. Supervise and direct work of IT support staff and oversee special projects. Serve as a liaison to principals, office managers, and district staff. Monitor and reconcile department budgets, staffing, orders, and purchases. Independently manage sensitive communication issues and solve problems related to policy or procedural issues for principals, office managers, and district staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Provide administrative and clerical support to Chief Technology Officer, department administrators, and staff including but not limited to maintaining calendars; prepares budget documents, oversee special projects, updates professional resources, forms, and documents for the department; builds and maintains reports, manages department events and appointments; makes travel arrangements; tracks and renews professional memberships, review processes through a lens of making improved efficiencies.
2. Prepare information, documents, and materials for administrative hiring committees, grants, reports, and district-wide meetings; prepare items for Board of Education meetings. Prepare meeting agendas and take and/or transcribe meeting minutes. Research, compile, organize, and analyze complex data and prepare reports. Initiate, type, compose, and edit correspondence, forms, newsletters, and memos. Update and maintain district documents.
3. Reconcile and monitor departmental and technology budgets including mill levy and bond budgets as assigned. Process purchase requests, purchase orders, and contract renewals. Serve as a resource, advise on IT issues related to budget, staffing, legal mandates, and issues.
4. Assist with design, content management and maintenance of all Information Technology website(s) and Intranet solutions in collaboration with IT staff and guidance of IT Leadership.
5. Assist Support Center with low level technical support service including managing communication tracking systems for district cell phones. Assist in reviewing, analyzing, testing, and documenting system functionality of district supported technology. Support and serve as a resource for district staff in basic functions of district supported software including custom in-house applications.



6. Assist with design, content management and maintenance of all Information Technology website(s) and Intranet solutions in collaboration with IT staff and guidance of IT Leadership. Reconcile and monitor departmental and other budgets as assigned; provide budget planning information and assist in creating IT department budget. Oversee and supervise budgetary and financial responsibilities, including p-card statement reconciliation, purchase orders, restricted checks, invoices, and supply ordering.
7. Oversee district E-Rate filing and ensure compliance with federal laws regarding this funding and programming, in collaboration with the grants and finance departments. Prepare E-Rate solicitations, award notices, process payments, track refunds and distributions.
8. Post and close job vacancies, monitor applicants throughout the hiring process, and collect and maintain required documentation. Prepare and submit human resources paperwork for the department, including employee reports, job orders, and leave requests. Track staffing rosters and FTE allocations. Coordinate and/or assist with the hiring, onboarding, and training process for new staff. Track department absences. Maintain a database of personnel data and files for the department.
9. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree business administration, information technology, communications, or related field preferred
- A minimum of 5 years of administrative office experience required
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Notary Public preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Customer service and public relations skills
- Critical thinking and problem solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence



- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Chief Technology Officer	
Direct reports:	IT Department Technician I	1
	Administrative Office Assistant	1

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit			X	
Use hands to finger, handle or feed			X	
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		



PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy			X	
Coordinate			X	
Instruct			X	
Compute				X
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	