

<b>Job Title</b>	Remote Technical Support Supervisor
<b>PVN ID</b>	BM-2103-003950
<b>Category</b>	Information Technology
<b>Location</b>	BOROUGH OF MANHATTAN C. C.
<b>Department</b>	Instructional Technology
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$42,000.00 - \$48,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jun 13, 2021 (Or Until Filled)

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## General Description

The Instructional Technology department provides a comprehensive variety of services supporting the use of information technology in the educational process. Our diverse and talented staff provide assistance to faculty, students and staff using technology in education, research, conferences, and support services. Students are provided with access to open labs which are available 7 days a week and remote access computers which are available 24/7.

Under the supervision of the Desktop Support Manager or designee, the Remote Technical Support Supervisor will be responsible for managing hourly staff and providing remote and onsite support to Career and Technical Education (CTE) programs and initiatives with the goal of improving response and service to these areas.

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## Other Duties

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## Qualifications

### Core Competencies/Qualifications:

- Support open computer labs with daily operations, assist CTE students and track usage, generate open lab student usage reports.
- Manage and support server applications used in daily operations such as Labstats, Print management, Accucampus, Deepfreeze etc.
- Setup and maintain virtual servers used in academic environment.
- Hire and develop work schedules for the part-time staff.
- Manage part-time staff budget and timesheets.

- Train part-time staff in open lab and classroom procedures, protocols and technologies used in the academic environment.
- Configure and maintain the Extron A/V system and classroom projectors.
- Train part-time staff on the Extron A/V system.
- Develop handouts and How-To's on technologies used by faculty, staff and students.
- Oversee IT projects related to CTE programs and ensure timely completion.
- Provide remote technical support to CTE faculty, students and staff.
- Support and maintain workstations, printers, and related classroom equipment, as well as provide end-user support.
- Install, support and maintain workstations, mobile devices, printers, software and related equipment in research labs.
- Support and maintain application software used for academic coursework such as, Adobe Creative Cloud, C++, nCoder, QuickBooks, Mathematica, Para-Medic Test Gen, ArcGIS etc.
- Participate in training and other professional development activities.
- Solve any problems on Windows, Macintosh, Linux platforms with equal proficiency.
- Install, test and configure new workstations, laptops, peripheral equipment and software.
- Maintain inventory of all equipment, monitor supplies and notify supervisor regarding supply levels.
- Consult with manufacturer on support and warranty issues.
- Track problematic reports, troubleshoot reported issues, and document resolutions and procedures.
- Ability to effectively work remotely as well as in-person.
- Interface with other units to resolve problems.
- Perform other related duties as assigned.

#### **Minimum Qualifications:**

- Associate's degree with three (3) years IT related experience with knowledge of Windows **and** Apple OS, and Windows Server.
- Ability to communicate effectively, both verbally and in writing, with students, faculty, and staff of diverse backgrounds.
- A dynamic individual who can work independently or under general supervision providing courteous, accurate, and timely service.

This is a grant-funded position through the Perkins Grant.