

DRAFT – August 27, 2018

TECHNICAL JOB FAMILY – TECHNICAL SUPERVISOR

JOB FAMILY CONCEPT: The Technical job family is responsible for all aspects of technical related activities. This job family provides design, fabrication, and maintenance support for the education, research, and clinical programs within the university.

TECHNICAL SUPERVISOR

The Technical Supervisor role plans, supervises and supports the education, research, and clinical programs in the technical services specialty area. Provides staff management to include scheduling time, performance management, supply and logistics, identifying training needs, and provides input on hiring. Inspects work and ensures compliance with policies, regulations and codes.

The **Technical Supervisor** role is distinguished from the **Technical Specialist** role in that its primary focus is on supervision of skilled technical units and employees that provide technical support for education, research, and clinical programs.

TECHNICAL SUPERVISOR 1

Typical Functions

- Provides work direction and participates in the construction, installation, operation, maintenance, inspection, and repair of electronic, electrical, mechanical, telecommunications equipment, scientific instrumentation, video surveillance systems, and other various systems.
- Supervises inventories of equipment and parts; orders, receives, and restocks parts, equipment, and supplies.
- Enforces safety policies and recommends changes to meet safety standards and laws.
- Leads staff to complete assigned duties, which may include scheduling work, making work assignments, managing performance, and recommending personnel actions.
- Performs the same work as those supervised.
- Manages work schedules, monitors overtime and approves time sheets.
- Trains employees.
- Inspects work in progress and completed work to ensure standards are met.
- Inspects, identifies and assists to correct unsafe conditions, ensures safety procedures are followed, and reports workplace incidents.
- Produces periodic reports.
- Performs inventory control ensuring adequate levels of supplies. |

Complexity and Decision Making Authority

Refers complex situations and conditions to immediate supervisor.

Knowledge, Skills, and Abilities

Knowledge of technical operations. Knowledge of safe work practices. Knowledge of applicable tools and equipment. Effective communication skills. Ability to lead and coordinate work efforts. Ability to wear protective gear. Knowledge of applicable standards for area of work. Basic computer skills.

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Education/Experience

High school diploma and three years of relevant experience, or an equivalent combination of education, training, and experience. Supervisory experience.

License/Certification

May require applicable licenses and/or certifications.

TECHNICAL SUPERVISOR 2

Typical Functions

- Supervises and participates in the design, installation, maintenance, and modification of complex electronic, electrical, mechanical equipment, and various systems.
- Supervises and participates in day-to-day operations of a technical unit(s).
- Supervises, motivates, trains, manages personnel including performance management, and recommends personnel actions.
- Schedules and coordinates the delivery and distribution of person power, materials and equipment.
- Provides guidance and expertise in area of specialty.
- Enforces policies, safety regulations and applicable codes.
- Inspects completed work to ensure compliance with plans, specifications and instructions.
- Ensures the distribution, repair, and maintenance of materials, supplies and equipment.
- Orders materials, provides guidance in estimating the amount and type of materials, supplies, and equipment required for projects.
- Calculates costs for billing purposes.
- Maintains records and prepares reports.
- Makes improvements to processes that do not affect budget.
- Makes effective recommendations to improve processes that may have a wide scope or that impact budget.
- Works with contractors on various campus projects.

Complexity and Decision Making Authority

Makes decisions on day-to-day operations.

Knowledge, Skills, and Abilities

Advanced knowledge in specialized technical area or a wide breadth of knowledge in multiple technical areas. Effective oral and written communication skills. Excellent customer service skills. Basic computer skills. Ability to make effective recommendations. Ability to supervise. Ability to perform mathematical calculations. Ability to build and maintain key relationships.

Education/Experience

High school diploma and six years progressively relevant experience in related skilled trade, or an equivalent combination of education, training, and experience. Experience may be gained through a combination of on the job experience and trade school. Supervisory experience.

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License/Certification

May require applicable licenses and/or certifications.

TECHNICAL SUPERVISOR 3

Typical Functions

- Performs supervisory and administrative duties in the establishment, operation, and maintenance of a technical service area.
- Supervises the operation of laboratory/shop facilities to include design and development of operational procedures and equipment.
- Establishes and maintains inventory control procedures; purchases equipment and supplies as necessary; coordinates equipment and facilities maintenance with appropriate departments.
- Consults with departments in providing technical and administrative assistance.
- Plans and conducts training programs.
- Determines fiscal requirements and prepares budgetary recommendations.
- Plans, supervises and participates in day-to-day operations of a technical unit(s).
- Supervises, motivates, trains, manages personnel including performance management, and recommends personnel actions.
- Manage and utilize personpower in an efficient and effective manner including in long term projects.
- Provides input toward long term goals and improvements.
- Ensures environmental compliance
- Orders material for special projects.
- Maintains the safety of employees, campus community and the general public.

Complexity and Decision Making Authority

Makes decisions on regular projects.

Knowledge, Skills, and Abilities

Advanced knowledge in specialized skilled trade or a wide breadth of knowledge in multiple skilled trades. Effective oral and written communication skills. Excellent customer service skills. Ability to make effective recommendations. Ability to supervise. Ability to perform mathematical calculations. Ability to build and maintain key relationships.

Education/Experience

High school diploma and seven years of progressively relevant experience in related skilled trade, or an equivalent combination of education, training, and experience. Experience may be gained through a combination of on the job experience and trade school. Supervisory experience.

License/Certification

May require applicable licenses and/or certifications.