



TECHNICAL CONTRACT MANAGER

GENERAL RESPONSIBILITIES

Supervise and maintain multiple vendor contracts within a fixed operating budget.

ESSENTIAL FUNCTIONS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Create and maintain accessible reports indicating contract spending and status.
- Work with Purchasing Services Department with the development and improvement of RFP and IFB solicitations. Assist in negotiations prior to contract award.
- Modify or amend these contracts through constant and yearly performance evaluations to fulfill the needs of VBCPS' growth of technology and current changing costs.
- Maintain a working relationship with vendors and end-users to assure contract compliance, quality, and quantity of work.
- Make on the spot judgment calls as to the cost efficiency and validation of repair costs.
- Discriminate as to where a work order is to be assigned and its priority.
- Verify invoicing and pricing.
- Create and maintain an accurate transaction database for each account.
- Assure each account is deployed as designated within both contract and School Division's budget coding.
- Coordinate vendor projects obtain estimates and create agreeable schedule for work to be performed. See that these schedules are kept.
- Train CRTs (Computer Resource Teachers) on preventive and basic computer maintenance.
- Keep informed of latest technology procedures and standards to assure work meets industry/educational requirements and current state/federal codes.
- Assign vendors workload, priority, track work orders and estimated costs in each vendor database.
- Approve or disapprove repair costs using the average costs verses equipment's life span, and mission critical use of said unit as a basis for decision.
- Update Department's main database to reflect Vendor's activity, complete, update, reopen or reassign work orders.
- Research and learn the latest repair/troubleshooting techniques as to verify our equipment is being to the best of the vendors' resources.
- Resolve billing conflicts, duplicate billing, and assure charges are consistent with contract bids.
- Performance evaluation of each vendor and assure contract compliance and as the contract may become up for renewal.
- Research latest standards and prices as pertains to VBCPS ' vendors' contracts, work performance, code compliance and budget issues. Edit/modify contracts as needed.
- Perform related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Ability to carry out quality assurance plans and track repair schedules for outsourced technical equipment in large corporate environment; high level of proficiency using all Microsoft Office products; excellent knowledge of computer and networking terminology; ability to perform assigned work and to document completion or deferment of all tasks, to make recommendations for improved contract requirements and outsourcing procedures, and to plan daily or weekly workload during their Supervisor's absence; knowledge to document the correct or incorrect diagnosis, repair, and upgrade of desktop, laptop, and server level computer equipment and be knowledgeable in troubleshooting and configuration techniques of both hardware and software components.



EDUCATION AND EXPERIENCE

Required:

Associate degree in Management Science.

CompTia 's A+ Certification and Network + Certifications or Microsoft Networking Essentials.

Experience as a service manager or outsourcing specialist.

Some experience using a combination of Novell and Microsoft Network Operating Systems and Client-Server applications in an enterprise wide distributed computing environment.

Preferred:

Bachelor's Degree in business or related field with courses in business law, contract negotiation, and mediation.

A comparable amount of training and experience maybe substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Frequent sitting, walking, bending, grasping, fingering, repetitive motion, reaching, and driving. Occasional standing, AND stooping. Work involves moderate exposure to loud noises. Ability to lift up to 20 pounds frequently. Requires timely and regular adherence to established work schedules.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver's license.

Regular and reliable attendance is an essential function of this position.

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| FLSA Status: Exempt | Description: 6/00, 7/20 |
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