



Academic Support Job Family: **Technical Services Supervisor Progression**

These generic job title summaries are intended to indicate the kinds of tasks and levels of work complexity that will be required of positions classified to any of these titles and are not intended to be construed as declaring the specific duties and responsibilities of any particular position. The use of particular expressions or illustrations describing functions within a specific job title does not exclude other duties of a similar kind and/or level of complexity. Positions are classified to a particular job title based upon the predominant level of expected work complexity. **A position that is classified into this title and band must meet the Cornell requirements for exemption under the FLSA.**

GENERIC JOB PROFILE SUMMARIES

Technical Services Tech INDIVIDUAL CONTRIBUTOR	Technical Services Supervisor I MANAGEMENT	Technical Services Supervisor II MANAGEMENT	Manager Technical Services MANAGEMENT	Director Operations MANAGEMENT
Coordinate work activities for laboratory or academic/research support area, including student assistants.	Operate and/or supervise a functional area of a laboratory and/or support technicians and students, workflow and equipment.	Supervise and schedule laboratory or academic/research support area and staff of a laboratory or machine shop; plan and assign daily workload.	Oversee daily operations of a laboratory or academic/research support area or college-wide department.	Provide comprehensive direction to laboratory research activities and establish and maintain project priorities and workflow, may oversee graduate and/or post-doctoral student research.
Demonstrate and instruct staff and students on the use of equipment and facilities.	Demonstrate and train staff and students in moderately complex technology and equipment operation and laboratory techniques.	Demonstrate and train faculty, staff and students in complex technology and equipment capabilities and laboratory techniques.	Design and develop training and continuing education programs; recommend, develop and implement new technology.	Oversee, implement and ensure training standards and procedures techniques and methodologies are met.
Assist with design of training sections and/or academic course materials.	Assist and partner with faculty on design of training programs and/or academic course materials.	Partner with faculty to design training to support academic courses and the development of technical training classes and programs.	Develop and implement training to support academic courses and the development of technical training classes and programs.	Evaluate, recommend and develop new procedures, techniques and methodologies for academic courses and training programs.
Work with research staff and students to provide guidance and ensure client and student requirements and schedules are met.	Consult with faculty, researchers and external clients to provide recommendations and guidance to refine or adapt methodologies to fit specific research requirements.	Consult with faculty, researchers and external clients to determine and recommend project and/or experimental technical needs and feasibility; oversee experiments.	Oversee and collaborate with faculty, researchers and external clients to develop project and/or experimental technical needs and feasibility.	Cultivate relationship with faculty, researchers, scientists to develop design/manufacturing methods and procedures.

Technical Services Tech INDIVIDUAL CONTRIBUTOR	Technical Services Supervisor I MANAGEMENT	Technical Services Supervisor II MANAGEMENT	Manager Technical Services MANAGEMENT	Director Operations MANAGEMENT
Coordinate with research staff and students for project technical needs and schedules and assist in determining project material needs.	Plan and schedule experiments and operation set-ups and material needs to ensure student and customer needs and schedules are met.	Collaborate in development of new techniques and planning and organization of laboratory or machine shop.	Develop and recommend project and technical needs and planning and organizing of laboratory or machine shop.	Direct planning and organizing of laboratory or machine shop.
Assist with producing samples and prototypes to assist specialized teaching and research.	Produce samples and prototypes to assist specialized teaching and research.	Supervise production of samples and prototypes and conduct testing and quality control.	Oversee quality-control sampling, including retesting of all suspicious samples.	Oversee and conduct testing evaluation, procedures, and quality controls; prepare research results in publishable format.
Instruct users in areas of proper equipment protocols, safety, procedure, or operation of a particular instrument or research area.	Instruct users in areas of proper equipment protocols, safety, procedure, or operation of facility; ensure all users adhere to protocols and requirements.	Supervise and instruct work in areas of proper equipment protocols, safety, procedure, or operation of facility; ensure all users adhere to protocols and requirements.	Design, prepare and perform safety demonstrations and experiments; oversee and ensure safety programs adhere to protocols and requirements.	Develop safety protocols and/or policies; evaluate and modify as needed.
Provide recommendations for machine and laboratory modifications.	Implement machine and laboratory modifications; assist in recommendations of new laboratory experiments or program materials; procure materials and equipment; maintain inventory.	Design and implement machine and laboratory modifications; recommend new laboratory experiments or program materials; procure materials and equipment; maintain inventory.	Evaluate and assess recommendations for machine and laboratory modifications; advise on equipment design and authorize materials and equipment procurement.	Assess, determine and implement laboratory needs for strategic planning.
Schedule routine maintenance and may repair routine equipment and procurement; record equipment maintenance records.	Design, construct, diagnose, troubleshoot, and repair moderately complex equipment; maintain equipment maintenance records; assist in development of equipment recommendations.	Manage the maintenance, repair, and performance of related equipment; uncover and solve technical problems; ensure records are accurate and up-to-date; recommend improvements for laboratory/studio equipment.	Oversee the maintenance, repair, development and performance of related equipment; ensure records are accurate and up-to-date; recommend laboratory/studio improvements.	Develop, design and implement plans and procedures to improve efficiency of laboratory/studio.
Conduct test procedures and experiments; document data and assist in preparing reports.	Set up and demonstrate laboratory experiments or program materials; monitor test procedures and experiments; review test and experiment results for accuracy.	Monitor and interpret test procedures and experiments; administer data collection and results reporting.	Oversee test procedures and experiments; establish data collection and results reporting.	Design, develop and implement research experiments and/or experimental and diagnostic equipment; analyze statistical data and generate reports and publications.

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Maintaining inventory; evaluating vendors, supplies, and equipment.	Evaluate vendors, supplies, and equipment; assist in budget development.	Recommend vendors, supplies, and equipment; collaborate with faculty and researchers to define budget.	Generate, justify and implement department's annual budget; provide information to federal and corporate granting agencies.	Analyze labor efforts, prepare budgets and develop funding proposals.
			Represent college; act as liaison between the college and external clients.	Represent college; act as liaison between the college and external clients.

JOB FACTOR PROFILE TABLE

FACTOR PROFILE	11785 TECHNICAL SERVICES TECH, BAND D	10945 TECHNICAL SERVICE SUPERVISOR I, BAND E	10946 TECHNICAL SERVICE SUPERVISOR II, BAND F	10633 MANAGER TECHNICAL SERVICES, BAND G	10266 DIRECTOR OPERATIONS, BAND H
MINIMUM EDUCATION AND EXPERIENCE EQUIVALENCY	Associate's degree or equivalent; more than 2, but less than 4 years or equivalent	Bachelor's degree; more than 2 but less than 4 years experience or equivalent	Bachelor's degree; more than 3 but less than 5 years experience or equivalent	Bachelor's degree; more than 5 but less than 7 years experience or equivalent	Master's degree; more than 5 but less than 7 years experience or equivalent
IMPACT	Limited impact	Limited impact	Moderate impact	Moderate impact	Moderate impact
CONTACTS - INSIDE	Assists others Contribute to group project	Assists others Cooperation of task completion	Assists others Cooperation of task completion	Provide guidance to others Coordinate activities	Provide guidance to others Coordinate activities
CONTACTS - OUTSIDE	Provide factual information	Provide information within pre-established documents or programs	Provide information within pre-established documents or programs	Providing/receive guidance, advice or information that must be analyzed and developed by the position	Develop and make presentations and negotiate with others
CONTACTS - STUDENTS	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction	Occasional contact to provide information and instruction	Limited contact	Occasional contact to provide information and instruction

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SUPERVISION	None given	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Day-to-day supervision to employees within the dept	Provide supervisory direction to other supervisors
COMPLEXITY	Occasionally assists with development of solutions, services, processes, and/or programs	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills	Occasionally required to develop new, imaginative or innovative solutions, services, products, process or programs. Work requires sophisticated reasoning skills
LEVEL OF DECISION MAKING	Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limit	Responsible for making decisions within prescribed limits and/or providing input to others for decision-making	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for assisting in and influencing decisions concerning policy-setting, research, planning, or students	Responsible for making decisions concerning policy-setting, research, planning, or students
FREEDOM OF ACTION	Directly affect a functional area	Directly affect a functional area Minimal effect on students and employees	Directly affect an entire department Moderate effect on students and employees	Directly affect an entire department Moderate effect on students and employees	Directly affect an entire department Moderate effect on students and employees
EFFECT OF DECISION MAKING	Very general supervision Resolve most questions Accomplish most tasks alone Keep supervisor informed of progress	General supervision Some interpretation of established work policies and procedures is required	Very general supervision Interpretation of work policies and procedures required. May deviate from standard work practices	Little direct supervision of activities Considerable latitude for exercising judgment and self-direction	Little direct supervision of activities Considerable latitude for exercising judgment and self-direction

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WORKING CONDITIONS	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work	Difficult working conditions at times, including exposure to conditions which require cautious handling of animals or toxic plants; chemicals or substances requiring safety precautions or equipment requiring constant attention. Safety gear is required in some aspects of work	Variable working conditions including exposure to conditions which require cautious handling of animals or mildly toxic plants; chemicals or substances requiring careful use; or equipment requiring close attention. Safety gear may be required