



NEW:

04/21/2014

JOB TITLE:	LEAD TECHNOLOGY SUPPORT SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA/GRADE 15
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8577
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Leads, coordinates, and assists the technology support specialists. Manages the day to day activities of the technology support specialists and provides technical support, training, and guidance to staff. Performs duties as a technology support specialist when assigned.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads staff in the performance of assigned duties and works closely with the Manager Customer Support to implement measures to advance the service quality as well as to gather key metrics to measure performance of the technology support group

Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a pro-active manner

Utilizes remote assistance as well as other tool sets to provides support for district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality and communicating policy

Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception and build strong relationships

Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up

Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems

Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates

Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members

Works closely with the Manager Customer Support and the Platform Services group to support infrastructure-related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS
Associates Degree
Five (5) years of experience working in a helpdesk environment supporting desktop/server hardware and software
Successful completion of the customer service representative certification within 90 days of employment
A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's Degree.
Demonstrable experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high-pressure environment
Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language