**JOB DESCRIPTION QUESTIONNAIRE – CLASSIFIED POSITIONS**

**School District 27J**

***It is expressly understood that there is a possibility, if you are requesting a reclassification, that this position may come in under the current grade. It is further understood, if that should occur, you will be frozen at your current rate of pay until the market catches up with your salary.***

**PLEASE NOTE:** • **ONLY ONE QUESTIONNAIRE SHOULD BE COMPLETED FOR EACH JOB TITLE.**

• **QUESTIONNAIRES MUST BE TYPED OR CLEARLY PRINTED.**

# 1. Job Information

Official job title: Service Desk Team Lead

If you recommend a different job title, please specify the recommended job title and obtain administrative supervisor approval for the title change: Recommended title: Supervisor Approval

|  |  |
| --- | --- |
| Name(s) of Person(s) Completing the Questionnaire Michelle Espinosa    Work Telephone Number 720-507-8643 Date August 30, 2022 |  |
| This position is scheduled to work: 260 days per year, and 8 | hours per day. |

# 2. Organizational Relationship

|  |  |
| --- | --- |
| Department: T.R.A.C.E.    Location/Building: NOC |  |
| Reports to: Name Michelle Espinosa | Title IT Systems Scheduling Analyst Manager |

# 3. Summary of Job

Responsible for achieving high quality Service Desk operations, resulting in high customer service satisfaction levels, based on high level of trouble ticket resolution. Oversee all of the day to day operations of the Service Desk and provides guidance to Scheduling Analyst Manager in order to facilitate appropriate management to issues such as ticket escalation, Client Service Technician workflow, customer relationships and system outage management. Works with IT Scheduling Analyst Manager to improve customer service standards on the Service Desk through evolution of procedures and training.

# 4. Essential Job Elements

Please list the essential (must be done) tasks performed to achieve the purpose of this job. Include up to 13 of the most important tasks. Please be brief; **the job description will be limited to two pages**. Be sure to define any abbreviations. After you have listed the tasks, estimate the frequency each task is performed -- **(D)** daily, **(W)** weekly, **(M)** monthly, **(A)** annually. **Please assign only one frequency code to each task.** Also, estimate the percentage of time each task requires on an annual basis. The total, including the percentage allocated to “other duties as assigned,” must equal 100 %.

# Job Tasks Descriptions Frequency % of Time

Each task should begin with an action verb, for example “develop,” “implement,” Daily = **D** Considered on an etc. Avoid verbs that do not describe actions, such as “perform,” “handle,” or Weekly = **W** annual basis

“process,” without descriptors that show the extent of skill required. Monthly = **M**

Annually = **A**

|  |  |  |
| --- | --- | --- |
| **Job Task Descriptions** | **Frequency** | **% of Time** |
| 1. Under the direction of the Scheduling Analyst Manager, leads the team on day-to-day  Service Desk job duties and responsibilities. Oversees all processes related to Service Desk operations, and monitors the work of all staff on the Service Desk. Shares updates and concerns with the manager. Provides ongoing training in technology, procedures and service quality Standards to Service Desk Technicians and other staff temporarily  assigned to Service Desk operations during peak call volume. | **D** | **15%** |
| 2. Manages daily service desk operations assisting customers in problem solving and creating tickets for issues as needed. | **D** | **15%** |
| 3. Monitors call volume and call data to pick-up on potential system outages or severe system downtime on key IT infrastructure assets. Ensures that appropriate subject matter experts are being consulted during the troubleshooting process and issues are appropriately escalated to upper management. Ensure that customers receive updates on service issues through a variety of means. Coordinates the creation and delivery of appropriate messaging regarding system outages in a timely manner, with collaboration with the manager and other IT Management. | **D** | **20%** |
| 4. Assist in communication with customers regarding call status of open calls. Track and coordinate the aging of open calls in the system with a variety of team leads across workgroups, under guidance from the manager. | **D** | **10%** |
| 5. Prioritize and evaluate call tickets in the system. Determine if call needs to be escalated to Level III support tier. Provide Level II application software support for all tickets related to technology. Enter tickets into the Service Desk call tracking system. | **D** | **10%** |
| 6. Monitor inventory and recommend ordering of parts/supplies in collaboration with Scheduling Manager and Secretary. | **W** | **10%** |
| 7. Monitor warranty process for chromebooks. Work with department staff to ensure timely processing of devices needing repair as well as repaired devices that have been returned. | **W** | **10%** |
| 8. Identifies common issues and creates solution documents that can be used in the ticket system . | Ongoing | **5%** |
| 9. Perform other job related duties as assigned | Ongoing | **5%** |
| **Total PLEASE VERIFY THAT THE PERCENTAGES TOTAL TO 100%** |  | **100%** |

# 5. Qualifications: Education, Experience, Skills, Knowledge, and Licenses

Assume you are promoted to another position and are given the responsibility for finding a person to fill this job. Think of the **minimum** level of education, experience, and skill a newcomer must possess to **enter the job** and successfully accomplish the essential duties of the job. These qualifications may not necessarily reflect the qualifications that you have. **A. Education:**

Two years of high school, vocational school, or equivalent on-the-job training and experience.

Four years of high school,completion of G.E.D., or equivalent vocational school or short term courses, such as typing, dictation, computer training, commercial driver training, commercial trade training, etc. Specify vocational or short term courses required, if applicable:

Four years of high school or equivalent, plus specialized technical courses in business, vocational school, or community college related to a trade or skill. For example, office and secretarial work, word processing, basic computer skills, bookkeeping, or a recognized apprenticeship program toward a trade level or licensing, such as carpentry, plumbing, electrical, etc. Specify courses/area of study required:

Four years of high school, plus post-secondary courses in business or vocational school equivalent or up toone year of college**.** The job holder may be required to have and maintain special licenses, such as journeyman or certifications acknowledged by a governmental authority. This does not include a general state automobile driver’s license, CPR or first aid training, food handler certificate, or similar licenses or certificates. Specify courses/area of study required: Four years of high school, plus specialized advanced courses in business or vocational school up to two years of college. Specify courses/area of study required:

Bachelor’s degree or above or equivalent advanced training pertinent to the position requirements, such as accounting, communications, business, education, purchasing, payroll transportation, nutrition, construction management, etc. Specify degree/major: Bachelor’s degree in computer science, computer information systems, engineering or related field.

**B. Related Work Experience** Check the appropriate box that best represents the **total** years of experience required for this position. Also, indicate the area(s) in which the experience is required, such as mechanics, plumbing, word processing, , dealing with children with special needs, transportation, etc. **Please check only one box. You may specify multiple areas of experience for the experience level chosen, and indicate individual experience levels required.** For example, if a grounds worker position requires three years of total experience (one year of experience in pesticide application and two years of experience in turf maintenance), he/she would check the second box, and write in “pesticide application - 1 year; turf maintenance - 2 years” on the lines provided.

No experience, and up to and including two years experience in (specify area(s))

Minimum of 5 years, recent experience as Client Service Technician including support of Help Desk Functions. Strong customer support, project management, and team leadership, ideally within a multiplatform virtualized server environment with diverse application integrations and related infrastructure.

# C. Skills, Knowledge, or Training Required

Knowledge of a language, basic mathematics, basic writing, basic microcomputer skills, advanced microcomputer skills, computer software skills, information technology, scheduling and time management.

1. **Required Licensing, Registration, or Certification** Indicate any special licensing, registration, or certification that is **required** to perform the essential duties of this job. This may include journeyman license, master level license, valid Colorado automobile driver’s license**\***, commercial driver’s license (CDL), food handler certificate, CPR, First Aid, Department of Transportation physical examination, etc. Check (Ö) if the license, registration, or certification is required to enter the job, is preferred at hire but not required, or can be acquired within some period after entry. If required after entry, indicate the number of months in which the license, registration, or certification must be obtained after hire.

|  |  |  |  |
| --- | --- | --- | --- |
| **Special Licenses, Registrations, or Certifications** | **Check/complete only one box for each line** | | |
| **Required for hire** | **Preferred at hire, but not required** | **Must acquire after ? months**  **(Indicate # of months)** |
| 1. **ITIL Certification** |  |  | 6 months |
| 2. |  |  |  |
| 3 |  |  |  |
| 4. |  |  |  |

**\*** This does **not** include getting to and from work or moving between locations during the work schedule if other modes of transportation are typically available.

1. **Equipment Operating Requirements** Describe any special equipment, such as office equipment, computer hardware, specific heavy equipment, etc., or computer software experience required to perform the essential duties of this job. Check (Ö) if the ability to operate or use the equipment or software is required to enter the job, is preferred at hire but not required, or can be acquired within some period after entry.

|  |  |  |  |
| --- | --- | --- | --- |
| **Special Equipment Operating Requirements** | **Check/complete only one box for each line** | | |
| **Required for hire** | **Preferred at hire, but not required** | **Must acquire after ? months**  **(Indicate # of months)** |
|  |  |  |  |
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# 6. Supervision/Technical Responsibility

1. Does this position supervise others? No **If “no,” skip to Section 6E.**

1. Describe the capacity in which this position supervises others. Include the type of position this person holds, such as coordinator, lead in a work group, supervisor, or unit supervisor. Also, indicate the nature of this supervisory role, such as whether this position is responsible for hiring, discipline, termination, directing work, etc.
2. What percentage of time does this position spend conducting supervisory responsibilities, such as training, assigning work, discipline, performance reviews, etc.? Up to 50% 51% - 75% Over 75%

1. List the complete job title for each title this position supervises. Include the unit name or department, and the number of employees in the positions supervised. Also, indicate whether the positions report directly to this position or through a subordinate supervisor or group leader.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Position Titles Supervised** | **Unit or**  **Department Name** | **# of**  **Employees** | **Check only one box for each line** | |
| **Reports directly to this position** | **Reports to this position through sup or grp leader** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. Describe the extent this position serves as a technical resource to others in such areas as curriculum, special education, bilingual skills, technical areas (e.g., computers, heat and air conditioning systems, hazardous materials, electrical systems, electronics, plumbing, etc.), or business applications (e.g., accounting, finance, payroll, etc.). Remember, a “technical resource” means that this position helps and trains others as part of the assigned job duties**. This position will serve as a technical resource to users in the areas of day to day computer usage and district applications.** F. This position’s technical resource responsibilities extend:

Within immediate work area or unit Within immediate department Across the District

# 7. Judgment and Decision Making

1. How is work assigned to this position and by whom? **Based on district need by Michelle Espinosa**

1. Summarize a typical decision made by a person in this position on a regular basis. **A typical decision in this position would be reviewing all the requests made by users and setting priorities on which to resolve first based on impact.** C.
2. Does decision making typically involve collaboration with other individuals, departments, or resources? Yes If “yes,” with whom does this position regularly collaborate?  **District wide staff**

1. To what extent is a supervisor or manager involved in approving decisions made by a person in this position?

Always Occasionally XOnly major decisions Never

# 8. Diversity of Duties

Summarize the scope of duties involved in this position. Include the extent the job crosses other technical areas or fields, requiring cross-training to perform the job. For example, a carpenter may be required to have knowledge of carpentry, locksmithing, cabinetry, etc.

Describe the technical skills and abilities required to solve problems while performing this job.

* Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
* Intermediate knowledge of Active Directory, district student information systems, educational software systems, library management systems, financial systems, and E-mail application.
* Ability to manage multiple tasks with frequent interruptions occasionally in urgent situations.
* Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
* Ability to promote and follow Board of Education policies, District policies, building and department procedures.
* Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems
* Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment. ● Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

C. To what extent does this job crossover into other areas on a daily basis?

Within immediate work area or unit Within immediate department Within building

X

Across several other departments Across the District

# 9. Safety to Self and Others

Indicate how the nature of this position and/or negligence in this position could impact the safety of the person or the safety of others. The following factors should be considered:

1. **Nature of injury** For example, cuts; bruises; burns; fractured bones; disease; repetitive stress or motion injuries; loss of limb, eyes, or life; disfigurement, etc.
2. **Cause of injury** For example, motorized power equipment, working in high or precarious places, exposure to radiation or asbestos, food poisoning, extensive keyboarding, handling bodily fluids, working in/near traffic, inclement weather, explosives, fumes, airborne particles, electric shock, etc.
3. **Recipient of injury** For example, self, co-workers, peers, students, employees, District visitors, the general public, etc.
4. **Exposure to safety hazards or injury:**

**Low exposure** = Exposure is seldom, perhaps a few times per month for employees performing the job duties.

**Medium exposure** = Exposure is more frequent, perhaps two times per week for employees performing the job duties.

**High exposure** = Exposure is often, perhaps once a day or hourly for employees performing the job duties.

**Complete ALL boxes that apply.** Please indicate only the hazards that are due to the nature of this position and/or negligence in this position, not due to individuals that this position may supervise.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Injury** | **Injuries**  **Associated with this**  **Position**  **(**Ö**)** | **Cause(s) of Injury (Specify)** | **Recipient(s) of Injury (Specify)** | **Exposure**  **Level**  **(Low, Med, High)** |
| Bruises |  |  |  |  |
| Cuts |  |  |  |  |
| Burns: Chemical |  |  |  |  |
| Burns: Heat |  |  |  |  |
| Fractured bones |  |  |  |  |
| Hernia |  |  |  |  |
| Disease |  |  |  |  |
| Repetitive motion or stress | X |  |  |  |
| Loss of limb |  |  |  |  |
| Loss of sight |  |  |  |  |
| Disfigurement |  |  |  |  |
| Fatality |  |  |  |  |

# 10. Working Conditions

The following information regarding this position is important to determine if accommodations can be made under the Americans with Disabilities Act (ADA). Please indicate the activities, demands, functions, and environments that are experienced in performing the essential job elements. **Indicate only the activities, demands, functions, and environments that this position is exposed to due to the primary nature of the job.** The categories below would affect either job performance or safety to oneself and/or to others. The amount of time indicated should reflect the portion of a work day where that activity, demand, function, or environment is encountered.

# A. Physical Activities

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** |  | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Stand |  |  | **X** |  |  |  |
| Walk |  |  | **X** |  |  |  |
| **Physical Activities continued:** |  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** |  | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Sit |  |  |  |  | **X** |  |
| Use hands to finger, handle, or feel |  |  |  |  | **X** |  |
| Reach with hands and arms |  |  | **X** |  |  |  |
| Climb or balance | **X** |  |  |  |  |  |
| Stoop, kneel, crouch, or crawl | **X** |  |  |  |  |  |
| Talk or hear |  |  |  |  | **X** |  |
| Taste or smell | **X** |  |  |  |  |  |

# B. Weight and Force Demands

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** |  | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Up to 10 pounds |  |  | **X** |  |  |  |
| Up to 25 pounds |  |  | **X** |  |  |  |
| Up to 50 pounds |  |  | **X** |  |  |  |
| Up to 100 pounds | **X** |  |  |  |  |  |
| More than 100 pounds | **X** |  |  |  |  |  |

**C. Vision Demands** Indicate the vision skills required to successfully perform the essential functions of the job. Check all the boxes that apply. Indicate only the vision demands that are required to meet the essential duties of the job.

No special vision requirements Peripheral vision

Close vision (clear vision at 20 inches or less) Depth perception

Distance vision (clear vision at 20 feet or more) Ability to adjust focus

Color vision (ability to identify and distinguish colors)

# D. Work Environment

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Wet or humid conditions (non-weather) | **X** |  |  |  |  |
| Work near moving mechanical parts | **X** |  |  |  |  |
| Work in high, precarious places | **X** |  |  |  |  |
| Fumes or airborne particles | **X** |  |  |  |  |
| Toxic or caustic chemicals | **X** |  |  |  |  |
| Outdoor weather conditions | **X** |  |  |  |  |
| Extreme cold (non-weather) | **X** |  |  |  |  |
| Extreme heat (non-weather) | **X** |  |  |  |  |
| Risk of electrical shock |  | | **X** |  |  |
| Work with explosives | **X** | |  |  |  |
| Risk of radiation | **X** | |  |  |  |
| Vibration | **X** | |  |  |  |

**E. Noise** Select the level of noise that is typical in the work environment for this job.

Very quiet Quiet Moderate Loud Very loud

# F. Mental Functions

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** |  | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Compare |  |  | **X** |  |  |  |
| Analyze |  |  |  |  | **X** |  |
| Communicate |  |  |  |  | **X** |  |
| Copy |  |  | **X** |  |  |  |
| Coordinate |  |  | **X** |  |  |  |
| Instruct |  |  | **X** |  |  |  |
| Compute |  |  | **X** |  |  |  |
| Synthesize | **X** |  |  |  |  |  |
| Evaluate |  |  | **X** |  |  |  |
| **Mental Functions continued:** |  |  |  | **Amount of Time (**Ö**)** | |  |
|  | **None** |  | **Under 1/3** | **1/3 to 2/3** | **Over 2/3** |
| Use interpersonal skills |  |  |  |  | **X** |  |
| Compile |  |  | **X** |  |  |  |
| Negotiate |  |  | **X** |  |  |  |
| Other (specify) |  |  |  |  |  |  |

# 11. Other Information

Use the space below to record any other information that you feel should be considered in developing the job description for this position.

# 12. Participant Signature

Participant Signature(s) Date

**OBTAIN YOUR SUPERVISOR’S SIGNATURE ON PAGE 1 IF YOU RECOMMEND A TITLE CHANGE FOR THIS POSITION. Title change recommendations will not be considered by Human Resources without a supervisor’s signature.**

# 13. Supervisor Comments and Signature

Please review the employee's responses to this questionnaire. Does he or she adequately describe the requirements and tasks to perform this position? If you believe changes are necessary, note the changes below or write in the changes in a different color ink in the appropriate section of the questionnaire **without changing the employee's response.** Please also review the changes with the employee.

Your signature acknowledges that you have read this questionnaire and, excluding any edits or comments you make, you agree with its contents.

Supervisor's Signature Date:

Telephone No.