

Job Title:	Desktop Technician Team Lead
Grade Level/Terms of Employment:	Unified Pay Schedule, Pay Grade 116
FLSA Status:	Non-Exempt
Work Location:	Technology Services
Immediate Supervisor:	Manager, Service Desk and Desktop Support

General Description:

The Technology Services team is responsible for ensuring that Richmond Public Schools' technology resources are functioning efficiently and meet the needs of the RPS community. The Desktop Technician Team Lead supports this work by managing the work of the Desktop Technician team and coordination of remote and hands-on maintenance of computers and peripherals.

Essential Duties and Responsibilities:

- Works with Manager, Service Desk & Desktop Support to coordinate the work of the Desktop Technician team
- Leads special projects related to computer installation and support
- Installs hardware and peripheral components and software packages in-person and remotely
- Customizes and adapts current programs to satisfy users' needs
- Coordinates with the server team and network personnel
- Communicates on a regular basis with manager and users through voicemail, email, and in-person communication
- Connects users to networks and provides training on facilities and applications
- Installs, repairs, and conducts preventive maintenance of RPS computers by providing technical support
- Troubleshoots software and hardware failures and determines network problems
- Adheres to ticketing protocols and department processes
- Troubleshoots issues with hardware and software by phone and engages technical resources to resolve
- Researches user questions and isolates and resolves information systems problems
- Prioritizes and forwards issues using escalation procedures
- Makes recommendations for hardware and software standardization
- Performs other related duties as assigned

Qualifications:

- Associates degree required; IT related field preferred
- A+ Certification
- Demonstrated ability in desktop and systems design
- Ability to communicate both verbally and in writing and work in a cooperative manner with school staff, other employees, the community, and service provider representatives