

ST. TAMMANY PARISH SCHOOL BOARD
Covington, Louisiana

Job Description

Title: Support Technician Lead (FLSA Status: Non-Exempt)

- Minimum Qualifications:**
1. U. S. Citizen.
 2. High School Diploma and post high school training in computers and their operations. Mainframe terminal operation is desired.
 3. Five years of experience involving the use of computers and their operations. Support desk operations experience is also required.

Reports To: Chief Information Officer

Job Summary:

This position manages the first line of support for information technology users. Support involves all aspects of aiding users with computer operations, use of various software products provided by information technology, use of applications and computers installed by information technology, requests for service and resolving user-problems with automated systems. Work is performed for information technology functions provided in all areas, particularly school-related applications where all support is generally via telephone. An essential characteristic of the position is the requirement to answer large numbers of questions that have an innumerable number of variations. The first step is to interpret the specific user's perceptions to determine the actual problem.

Work is performed in accordance with the general training provided by and under the supervision of the information technology technical staff.

This position is distinguished from other positions by its specific assignment to information technology related functions and by its being required to understand and apply information technology techniques and procedures, regardless of the specific departmental application.

ESSENTIAL JOB FUNCTIONS:

1. Manages the support desk and its operations in an effective manner.
2. Manages the computer technicians and their job assignments.
3. Resolves where possible calls to information technology about software or hardware generated from mechanical or procedural problems encountered by users.
4. Determines the appropriate technician for problem calls related to programming, operations or terminal network problems.
5. Works with staff to acquire information and provide instructions for operations to complete user report and/or service requests. Collects fees for chargeable services provided to outside agencies.
6. Maintains tagging and property inventory per accepted property management guidelines.
7. Provides as much support as possible to others using computers and their associated applications.
8. Maintains computer statistics on spreadsheet software.
9. Assists purchasing support as necessary.
10. Promotes high standards of safety and orderliness in assigned work and storage areas.
11. Follows and maintains established procedures and instructions; must work tactfully and harmoniously with schools and staff; must work effectively under pressure of deadlines and system changes.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

Performs other duties as may be assigned.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Possesses physical skills and stamina to perform job responsibilities.
2. The employee is required to work in a sitting position while operating from the computer keyboard.
3. Must be able to use hand and finger activities, handle or feel objects, and use tools or controls.
4. The employee is occasionally required to stand, walk, stoop, or work from a bending position.
5. Must tolerate horizontal, overhead, and low level reaching with both hands in performing work such as retrieving manual computer runs, and filing and handling.
6. Must on occasion run, load, and unload form equipment.
7. Must be able to lift information technology equipment, forms, and boxes.

TERMS OF EMPLOYMENT: 12 Months, salary in accordance with current salary schedule.

ACCOUNTABILITY: Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of support services personnel.

The Superintendent reserves the right to review, revise, update or change the job and any/all duties due to job content, organizational structure or state or federal laws

Approved by: _____
Reviewed and
Agreed to by: _____
(Incumbent)

Date: _____
Date: _____

Incumbent's Name (Please Print)
Original-Human Resources Department

Copy-Supervisor

Employee Identification Number
Copy-Employee