

JOB DESCRIPTION
Puyallup School District
Professional Technical - Level 13

Modern Management Engineer 1

Purpose Statement

The position of Modern Management Engineer 1 is about the customer experience and the customer interaction with technology to enhance and simplify the learning environment. The Modern Management Engineer research, configures, and manages the end user experience with district devices, video conferencing, and other platforms. The Modern Management Engineer helps lead the department to excellence by driving the success of service levels to our staff and students. The Modern Management Engineer helps guide decisions of department leadership. In addition, the Modern Management Engineer should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

Essential Functions

- Works with department teams and various other departments to ensure coordination of the Modern Management Engineer team and resources to accomplish the needs and support of the district.
- Works with department staff and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within the department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Drives the success of the Modern Management Engineers and the department constantly pushing the limits of what can be accomplished.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with all department teams and leadership as well as other teams or departments.
- Follows direction of team lead.

Modern Management Engineer Focused Functions

- Provides second level of service to customers both inside and outside the district via phone, email, walk-ins and/or tickets.
- Works with staff and students to understand use of instruction and technology integration keeping the customer experience at the forefront.
- Attends and leads meetings with departments to understand needs and coordinates work needed with EdTec teams.
- Research industry standards and makes recommendations for device software and hardware in the district.
- Works with other department teams to ensure integration with network, application, systems, devices, and service.
- Configures, tests, installs, and deploys drivers, firmware, software, operating systems, updates to all computers in the district.
- Customizes the desktop and operating system experience and manages policies for staff and student devices according to the learning needs of the district.
- Checks monthly, configure, test, install, and deploy updates to drivers, firmware, software, and operating systems.
- Configures, creates policies, and provides service for other instructional platforms and technology such as video conferencing and classroom management.
- Collaborates and coordinates technology services with the department.
- Trains department staff on platforms in use in the district to help meet and exceed service levels.
- Helps create and lead team meetings to convey information, procedures, and work through issues.
- Collaborates with department teams to ensure service is of the highest importance.
- Works with vendors to meet and quote district device standards.

Other Functions

- Leads small teams and projects to accomplish tasks, projects, and goals of department.
- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS include customer service around a friendly, positive attitude; being professional and respectful in all interactions; understand customer's needs and meeting them where they are at (empathy). Leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. Attention to detail for troubleshooting issues and escalating to other teams/leadership when necessary. Perform multiple tasks with the potential need to upgrade skills to meet changing job conditions.

KNOWLEDGE of ticket system and procedures; verbal and written etiquette and procedures; Microsoft Windows operating systems and other device related technologies; device installation, maintenance and software support to perform device troubleshooting; Microsoft 365 apps; enterprise network systems and setup including: routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Active Directory, Azure Active Directory and other server related technologies; Desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices.

ABILITY to identify and prioritize impact and urgency of varying issues and follow procedures for ticket handling and escalation; work under pressure situations while still maintaining a high level of work integrity and professionalism. Clearly and concisely communicate technical information to non-technical audiences; ask clarifying and thorough questions to further identify potential issues and resolutions; listen and seek to understand where customers are at and meeting their needs. Exercise sound judgement including appropriate handling of confidential matters. Follow procedures for filling out tickets and/or other communications to assist customers and other department staff; update documentation and procedures including seeking feedback from others and supervisor to ensure standards and accuracy. Learn continually and keep abreast of technological changes in the field. Leading others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment.

Responsibility

Responsibilities include working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Must be able to lift up to 50 pounds.

Experience Minimum three (3) years of experience in providing hardware and software support with proven record of leading, developing and driving excellence of service.
Experience working in technologies for managing devices and the user experience.
Experience working with a variety of hardware, software, and platforms, including configuring, installing, and deploying.

Education Associate's degree in technology field and/or holds current CompTIA A+, Network+, Server+ certifications required.
Bachelor's degree preferred.
Able to obtain Microsoft Management certification within 1 year of hire.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required

Certificates/Licenses

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance