

1:1 Technology Team Lead

Purpose Statement

The job of 1:1 Technology Team Lead is to coordinate between the technology department, vendors and the Technology and Library Paraeducators (TLP) to plan, coordinate and make repairs and provide service to the end user of district computers. The Team Lead facilitates groups within the EdTec by driving the success of service levels to our staff and students. The Team Lead has a depth knowledge, expertise, and coordination in area of work and helps guide decisions of department leadership. In addition, the Team Lead has 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

- Evaluates Technology and Library Paraeducators per the PESPA collective bargaining agreement
- Collaboratively project plans the deployment and collections of student 1:1 devices and teacher instructional devices
- Manages the day-to-day operations with technology support vendors
- Works with various departments to ensure coordination of team resources to accomplish the needs and support of the district
- Works with technicians and leadership to help plan, organize and align work priorities to meet and exceed service level objectives
- Communicates proactively and clearly with the TLPs to ensure service and follow-through
- Manages tasks, timelines, and deadlines with assurance to customers
- Helps drive the TLP Team to continuously improve quality of systems and service
- Contributes knowledge and expertise of area to department leadership to help guide decision making
- Maintains strict confidentiality of accessible district information resources
- Collaborates with technicians, department leadership and other teams or departments
- Follows direction of department leadership

1:1 Technology Team Lead Focused Functions

- Plans and leads meetings with the Technology and Library Paraeducators and coordinates work
- Leads the coordination with vendors for repair of warranty devices
- Repairs non-warranty devices
- Communicates effectively with students, families, and district personnel (with respect to repairs and fines)
- Coordinates TLP workload and provides support and training for that team
- Configures, tests, installs, and deploys drivers, firmware, software, operating systems, updates to all computers in the district
- Leads high volume of technology equipment prep, image and deploy and organizing TLPs for these projects, tasks, and goals
- Tracks parts, cables, cords, and other misc. items and helps with the purchase of those items needed
- Collaborates and coordinates technology services with the Technology Service Team and other Technology teams to ensure service for customers and programs is of the highest importance
- Trains, leads and drives TLPs to meet and exceed service levels
- Helps create and lead team meetings to convey information, procedures, and work through issues
- Backs-up Helpdesk and Technicians when needed
- Works with staff and students to understand use of technology and department's service to their needs
- Researches industry standards and makes recommendations for computer hardware in the district
- Works with vendors to coordinate warranty repairs

Other Functions

- Leads small teams to accomplish tasks, projects and goals of department and district
- Works with department leadership team to periodically revise technology standards to best meet the needs of the district's students and staff
- 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 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. In addition, perform multiple tasks with the potential need to upgrade skills to meet changing job conditions.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; 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; Microsoft System Center software; Active Directory and other server related technologies; Desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices.

ABILITY to lead 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. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision; maintain regular and punctual attendance.

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.

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 to fifty pounds.

Experience Minimum five (5) years of experience leading others in a supervisory role required.
Minimum three (3) years of experience in providing hardware and software support in a school district environment with proven record of leading, developing and driving excellence of service.
Experience working with a variety of hardware and software and configuring, installing, and deploying.

Education Associate's or Bachelor's degree in technology field and/or holds current CompTIA A+, Network+ or Server+ certifications.
Lenovo hardware repair certification is required
Dell hardware repair certification is desired

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

Required Testing

No pre-employment Proficiency Test is required
Valid Driver's License and Evidence of Insurability

Certificates/Licenses

None required

Clearances

Criminal Justice Fingerprint/Background Clearance