

## **Help Desk Team Lead**

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### **Purpose Statement**

The Help Desk Team Lead is responsible over the daily operations of the district's Help Desk service ensuring its full functionality and reliability. Also, the Help Desk Team Lead oversees the Help Desk Technicians work providing clear vision, direction, and planning by coordinating resources and how it impacts the overall environment and organization. The Help Desk Team Lead 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.

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### **Essential Functions**

- Works with department teams and various other departments to ensure coordination of Help Desk 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.
- Manage tasks, timelines, and deadlines with assurance to customers.
- 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 district staff, teams, and/or departments.
- Follows direction of department leadership.

### **Help Desk Team Lead Focused Functions**

- Understands the user experience and advocates for improvement working with department teams and leadership in identifying solutions.
- Collaborates with Help Desk Technicians to envision the direction of the team and lead team meetings with vision centered structure.
- Fosters a collaborative culture, empowering others to succeed.
- Holds Help Desk Technicians accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Trains and helps Help Desk Technicians in customer service standards and procedures.
- Attends and leads meetings with other district departments to understand needs and coordinates work needed with department teams.
- Works with department leadership to periodically revise technology standards to best meet the needs of the district.
- Analyzes the critical nature of various requests and responds by adjusting resources and personnel as needed.
- Escalates point of contact for difficult situations, customers, and issues requiring escalation.
- Researches, recommends, and implements best practices for customer service and standards while maintaining highest security requirements.
- Troubleshoots, diagnoses, and resolves issues based on knowledge and competency of other areas within department to help teams.
- Constantly monitors technology services uptime and works with other teams to communicate outages and status.
- Helps develop short and long-range operational goals for Help Desk team.
- Oversees technical documentation and procedures for individual and team use.
- Collaborates with department team leads and leadership around handling of sensitive matters helping to create procedures, train, and communicate to department staff to address future issues.
- Able to create projects and work with members of HelpDesk team and other teams inside and outside of department for completing work.
- Supervises and evaluates Help Desk Technicians.
- Back-up Help Desk Technicians when needed to continue to meet service level expectations.

### **Other Functions**

- Leads teams to accomplish tasks, projects, and goals of department and district.
- 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 meetings 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; proper handling of conflicting priorities by seeking supervisor input and/or making decisions based off of impact and urgency of issue and service expectations; reviewing, understanding, and communicating the importance of various data regarding ticket resolution. Attention to detail for troubleshooting issues and escalating to other teams when necessary. Identify inefficiencies and/or gaps in policies and procedures and provide recommendations for improvement. 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; intermediate technology troubleshooting procedures. Windows Operating Systems and associated technologies; intermediate knowledge of Microsoft environment including: Active Directory, Azure, Windows servers, user accounts, licensing, etc.; intermediate knowledge of applications and software including: integrations, rostering, assignments, authentication, etc.; intermediate knowledge of device management including: onboarding and surplus, installation of various software, policies, etc.; intermediate knowledge of classroom technologies including: projectors, document cameras, classroom sound systems, TV/displays, printers, accessories, peripherals, cables, etc.; intermediate knowledge of networks including: Wi-Fi, LAN/WAN, switches, routers, Wireless Access Points (WAP), network cables, etc. Cross-disciplinary troubleshooting knowledge of applications, server, and network infrastructure.

**ABILITY** to identify and prioritize impact and urgency of varying issues and follow procedure for 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 judgment including appropriate handling of confidential matters; handle difficult situations and customers and know when to escalate to supervisor. Follow procedures for filling out tickets and/or other communications to assist customers and other department staff; collaborate with other teams to collect data and document for technology issues; thorough understanding of department teams and digital platforms with ability to identify potential issues and work with supervisor and/or teams to improve service; 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.

## 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.

**Experience** Minimum five (5) years experience leading others in a supervisory role required.  
Minimum five (5) years experience working in a customer service field and/or HelpDesk experience required.  
Minimum two (2) years experience planning, managing, prioritizing, assigning, and monitoring work to meet objectives of multiple or competing priorities/projects.

**Education** Associate degree or higher in technology field and/or holds current CompTIA A+ certification.  
Bachelor's degree preferred.

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

## Clearances

Criminal Justice Fingerprint/Background Clearance

## Certificates/Licenses

None required