

Modern Management Engineer Team Lead

Purpose Statement

The position of Modern Management Engineer Team Lead is responsible over the user and device experience ensuring their full functionality and reliability. They are constantly improving the experience of the staff, students and community with the district's approved platforms. They will oversee policies, management and security of the devices including software and hardware, and how it interacts with all areas of technology. The Modern Management Engineer Team Lead oversees the Modern Management Engineers team, provides strategic vision and direction, plans and coordinates work to meet deadlines and sees how it impacts the overall environment and organization. The Modern Management Engineer 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.

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.
- Manage tasks, timelines, and deadlines with assurance to customers.
- Drives the success of the Modern Management Engineers and 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 district staff, teams, and/or departments.
- Follows direction of department leadership.

Modern Management Engineer Team Lead Focused Functions

- Understands the user experience and prioritizes work around improving the overall experience working with department teams and leadership in identifying solutions.
- Collaborates with Modern Management Engineers to envision the direction of the team and lead team meetings with vision centered structure.
- Fosters a collaborative culture, empowering others to succeed.
- Holds Modern Management Engineers accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Trains and helps Modern Management Engineers in customer service standards and procedures.
- Attends and leads meetings with other district departments to understand needs and coordinates work needed with department teams.
- Work 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.
- Researches, recommends, and implements best practices for customer service and standards while maintaining highest security requirements.
- Customizes the end-user experience and manages policies for staff and student devices according to the business, instructional and learning needs of the district.
- Configures, tests, installs, and deploys drivers, firmware, software, operating systems, and updates to all devices in the district.
- Works with vendors to meet and quote district technology standards.
- Monitors technology services uptime constantly and works with other teams to communicate outages and status.
- Helps develop short and long-range operational goals for Modern Management Engineer 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.
- Evaluates Modern Management Engineers.
- Backs-up Modern Management Engineers 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; advanced 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: on-boarding 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.; PowerShell scripting. Knowledge and competency of other areas within department to help teams troubleshoot, diagnose, and resolve issues. 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. Able to create projects and work with members of Modern Management Engineer team and other teams inside and outside of department for completing work.

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. Escalation point of contact for difficult situations, customers, and issues requiring escalation from the team.

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 using proper lifting techniques.

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

Clearances

Fingerprint/Background Clearance

Certificates/Licenses

Valid Driver's License and Evidence of Insurability