

## **Technology Services Team Lead**

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### **Purpose Statement**

The Technology Services Team Lead is responsible for supervising the technicians that provide on-site service to schools and support sites. In addition, the Technology Services Team Lead ensures incidents are addressed within established service level objectives so that technology tools support the core mission of the district. This position also hires, trains, and supervises part time technology assistants.

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### **Essential Functions**

- Works with various departments and other technology department teams to ensure coordination of technology Service team and 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 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 Technology Service Team, department leadership and other teams or departments
- Follows direction of department leadership

### **Team Lead Focused Functions**

- Collaborates with Technicians to envision the direction of the team and lead team meetings with vision centered structure
- Holds Technology Services Team accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers
- Attends and leads meetings with departments to understand needs and coordinates work needed with department and district 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
- Oversees online documentation library for common tools
- Evaluates Technology Services Team
- Backs-up Technicians when needed

### **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 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 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.

### **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 5 years of experience in providing hardware and software support.  
Minimum 2 years of leading teams, managing projects, and helping drive organization towards goals.

### **Education**

Associates degree in technology field and/or holds current CompTIA A+, Network+, and Server+ certifications  
Bachelor's degree in technology field preferred.  
Hold current CompTIA Project+ certification.  
Other industry standard certifications and/or degrees may be substituted for degree, experience or required certifications.

### **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