

**27J SCHOOLD  
EXEMPT POSITION JOB DESCRIPTION**

**Job Title:** System Scheduling Analyst Manager  
**Date Prepared or Last Modified:** December 2020  
**Work Year:** 12 Months  
**Department:** Technology – T.R.A.C.E.  
**Reports To:** Chief Information Officer

**SUMMARY:** Responsible for overall operations of the help desk support team covering all aspects of technology for district users. Implement and maintain the scheduling of work ticket requests and incidents for the T.R.A.C.E help ticket system including prioritizing, evaluating and escalating as necessary.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following, other duties may be assigned.

- D 30% Manage and schedule all help desk functions on a day to day basis for Client Services Technicians including hiring, directing, mentoring, training and development, disciplining, evaluating and terminating Client Services Technicians. Regularly confer with staff to assist them in decision making.
- D 20% Provide telephone, email and walk-in support for district users for the purpose of diagnosing and/or solving problems related to networks, hardware and peripherals. Evaluate calls, email and work tickets to determine appropriate response and action.
- D 20% Prioritize call and escalate resolution based on service priority. Coordinate urgent and complicated support issues, advise management on situations that may require additional escalation. Continually measure incident levels. Monitor and work to drive down ticket resolution times. Ensure that the service desk actively participate in improving the usability and reliability.
- D 10% Communicate with customers regarding call status and follow up with customer to assess customer satisfaction level.
- D 10% Manage and schedule help desk support for client services technicians to resolve 100% of the requests and incidents.
- M/W 5% Develop and implement help desk procedures to ensure effective and workable framework for improving customer IT service and support in the organization.
- M 5% Communicate with the district via numerous modes of communication, research solutions, provide tutorials and documentation of solutions. Develop solutions/ knowledge repository and ensure top quality solutions are available to the staff.
- Ongoing 5% Perform other duties as assigned.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**EDUCATION AND TRAINING:** High school diploma or equivalent, plus post-secondary courses in business or vocational school equivalent or up to one year of college.

**EXPERIENCE:**

- 3 years' experience in Helpdesk/Technical scheduling and time management.

- Intermediate operating knowledge of and experience with personal computers, peripherals, Windows, iOs and software suites such as Google Drive and Microsoft Office.
- Operating knowledge of and experience with typical office equipment such as telephone, copier, fax machine, email, etc.
- Operation knowledge of District specific software including Infinite Campus, Google, Microsoft preferred.

**SKILLS, KNOWLEDGE, & EQUIPMENT:**

- Basic knowledge of mathematics and writing skills.
- Advanced computer troubleshooting and analysis skills.
- Interpersonal relations skills
- Oral and written communication skills
- Strong customer service and public relations skills
- Computer software knowledge and the ability to adapt in quickly changing technology environment
- Information technology scheduling and time management.
- Ability to manage multiple priorities and multiple tasks with frequent interruptions
- Ability to maintain confidentiality in all aspects of the job
- Critical thinking and problem solving skills
- Ability to work collaboratively in a team-oriented environment

**CERTIFICATES, LICENSES, & REGISTRATIONS:** Current Colorado Driver’s License and insurance at time of hire. ITIL Foundation/Service Operations certification within 12 months of hire.

**SUPERVISION/TECHNICAL RESPONSIBILITY:** Up to 50% of time spent supervising help desk staff, including hiring, training, directing work, evaluating and terminating staff.

**JUDGMENT AND DECISION MAKING:** A typical decision in this position would be reviewing all the requests made by users and setting priorities on which to resolve first based on impact. Decision making requires collaboration with CIO, Network engineer and client service technicians. Supervisor is occasionally involved in decision making.

**DIVERSITY OF DUTIES:** Focus on excellent customer service and the needs of the staff/student community. Ability to identify, analyzes, and solves problems. Ability to quickly acquire organizational awareness. Ability to quickly acquire understanding of IT architectural landscape. Ability to work well with people at all levels within the organization. Excellent interpersonal, verbal, written and presentation skills. Must be able to work independently, exercising sound judgment and initiative. Perform well under pressure and stressful situations. Strong command of Microsoft Office/ Outlook tools.

**SAFETY TO SELF AND OTHERS** High exposure to self to bruises and cuts due to handling equipment, to hernia due to lifting heavy equipment, and to repetitive motion due to typing and filing.

*The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**PHYSICAL DEMANDS** While performing the duties of this job, the employee is regularly required sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stoop, kneel, crouch or crawl. The employee is occasionally required to stand, walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**WORK ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to the risk of electrical shock. The noise level in the work environment is usually quiet.

**MENTAL FUNCTIONS** While performing the duties of this job, the employee is regularly required to analyze, communicate, and use interpersonal skills. Occasionally required to compare, cope, coordinate, instruct, compute, evaluate, compile, and negotiate.