



Technology Support Services Lead

Purpose Statement

The job of the Technology Support Services Lead is performed for the purpose of planning and organizing workflow for classroom, staff, and student technology. This includes training, coaching, and mentoring the student workforce (technology club students, students in technology internship courses, and paid interns) in implementing the student helpdesk for the feeder system. Responsibilities also include installing, upgrading, maintaining, troubleshooting, and repairing all computer hardware and software within the Bismarck Public School District. The Technology Support Services Lead coordinates with feeder school administration, including the feeder Technology Project Lead, Librarian, and Coach, to support the technology needs for school-related events and manages district-level assignments associated with new and existing priorities.

Supervisory Relationship

Reports to: Technology Director

Essential Functions

- **Collaborate and Implement Priorities:** Work with the Technology Project Leader team, Library Media Services, and building/feeder leadership teams to implement set priorities.
- **Lead, Train, and Mentor Students:** Guide the student workforce in implementing the helpdesk, learning about technology and technology careers, and organizing to meet the technology needs of the feeder.
- **Coordinate Technology Implementation:** Enable student interns and other staff with knowledge and skills, monitor and test solutions for successful implementation of 1:1 and classroom technology, deploy and install new and used computer hardware, peripherals, network equipment, and application software.
- **Provide Frontline Support:** Ensure courteous, timely, and effective resolutions to end-user issues through face-to-face, telephone, and electronic support for various software applications, computer equipment, and operating systems.
- **Troubleshoot Core Technology Issues:** Isolate, identify, and implement solutions for escalated technology issues such as account management, operating system updates, and print services.
- **Manage District Assignments:** Maintain a portfolio of building and district-level assignments associated with new and existing priorities.
- **Setup and Support Events:** Coordinate technology support for building and district events, including professional development, conferences, student activities, and other events, which may include evening and weekend activities.
- **Implement Standardized Processes:** Follow and support all standardized processes determined by the department, building, or district, including resource acquisition, device setup and management, and approval processes.
- **Design and Author Plans and Communications:** Create reports, inventory controls, training materials, email and web communications, learning management system modules, procedures, and recommendations for improvement.
- **Collaborate with Personnel:** Train staff on the use of equipment and its applications and implement and maintain services and programs efficiently and timely.
- **Maintain Knowledge of Hardware and Applications:** Operate, train, and troubleshoot effectively using district and building hardware and applications (e.g., website, display TVs, cameras, cabling, access points, VOIP, PowerSchool).
- **Analyze Trends and Issues:** Research and test solutions, communicate and implement revised processes or fixes for hardware and software issues.
- **Monitor and Test Solutions:** Ensure complete resolution of problems through monitoring and testing.

- **Follow Safety and Security Measures:** Maintain safe and effective district and site operations by adhering to all safety and security measures.
- **Transport Items:** Provide materials at job sites or bring equipment in for repairs.
- **Adhere to School Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Perform Other Duties:** Undertake additional tasks as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Troubleshooting hardware, software, and networks
- Preparing and maintaining accurate records
- Utilizing pertinent software applications
- Operating transportation equipment for transferring equipment

Knowledge

- Concepts of electronics and network protocols
- Current generation operating systems
- Standardized procedures for deployment, quality control, inventory, etc.
- Core technology infrastructure

Abilities

- Schedule activities and meetings
- Gather and collate data
- Work with diverse groups and communicate effectively
- Be attentive to detail and maintain focus on safety and security
- Adapt to changing work priorities
- Establish effective working relationships
- Work under time constraints

Responsibility

Responsibilities include working under limited supervision, following standardized practices and methods; providing information and advising others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

Primarily indoor work in a school setting. Requires physical activities such as standing, walking, and sitting for extended periods. May involve evening and weekend activities.

Experience

Job-related experience with increasing levels of responsibility is required.

Education

Community college and/or vocational school degree with study in job-related area.

Additional experience of at least two years beyond the initial two-year requirement may be substituted for the associate's degree.

Certificates and Licenses

Valid Driver's License & Evidence of Insurability

Continuing Education/Training

Participate in ongoing training and professional development as required.

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Salary Grade

PA