

CLASSIFIED JOB DESCRIPTION

INFORMATION TECHNOLOGY SERVICES – SUPPORT LEAD

JOB SUMMARY:

Under the direction of the Technology Support Manager, prioritizes, schedules, and coordinates technical support requests from school sites and District departments; assigns tickets to Computer Support Technicians and determines priorities for efficient and prompt resolution; Research specialized technology equipment for suitability to task; makes recommendations to management on implementation. Installs, troubleshoots, and maintains complex specialized and critical infrastructure. Acts as a direct point of contact or site and district leadership to ensure satisfaction and enforce quality standards. Organizes and acts as a mentor and guide for Support Technicians and implements professional development.

ESSENTIAL JOB FUNCTIONS:

- Is responsible for the design, report generation, and maintenance of District ticket system.
- Monitors tickets submitted and assigns to appropriate Computer Support Technicians; prioritizes, schedules, and coordinates technical support; ensures that technicians are meeting District standards; ensures timely and satisfactory completion of service requests.
- Develops technical training for Support Technicians and IT Department; manages department knowledge base to ensure accuracy and completeness.
- Works with Support Technicians to provide guidance and support in resolving complex technical issues; ability to troubleshoot and resolve any issue.
- Assists in the installation and troubleshooting of telephone, life safety, communication and data network systems.
- Possesses broad expertise on all relevant site infrastructure, computers and devices. Including – intercom and bell, clock, digital signage, audio/video and network systems.
- Enforces and assures use of District standard computer images and hardware; enforces department security and best practices standards.
- Assesses quality of work performed by Support Technicians; acts as a mentor to improve quality and provide professional development and training.
- Works with Technology Manager to develop regular professional development opportunities for Support Staff; organizes regular team meetings with Support Staff and department stakeholders.
- Manages and maintains department knowledge base, ensuring accuracy and completeness. Enforces staff use of knowledgebase.
- Assists Technology Manager in creating documentation for required employee performance reviews; Meets one-on-one with Support Technicians on a quarterly or bi-yearly basis to provide accolades and guidance.

- Assists in creation and utilization of standardized process for tracking employee performance concerns and accolades – following HR and union guidelines and best practices.
- Regularly meets with Principals and other Leadership to ensure satisfaction and communicates any issues to Technology Manager and relevant Support Technicians.
- Leads and assists with larger and more difficult installation and infrastructure work as needed; assists network manager in resolving critical issues; acts as primary point of contact to provide support for urgent technology tickets when other Support Staff are unavailable.
- Provides guidance and obtains quotes for larger technology implementations such as modernizations, specialized equipment installs, large scale installs, outdoor displays, etc; meets with vendors to walk sites and provide information.
- Works with stakeholders to submit work within government and state regulations – submits necessary paperwork and understanding and adhering to design and financial requirements like CUPCCAA, DSA and ADA.
- Maintains up-to-date market information regarding the purchase of computing hardware and software; interacts with technology vendors for specifications and accuracy of purchase orders.
- Stays current on technology trends and their impact on District implementations.
- Performs duties of a TET as needed.
- Performs other duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Possess a strong customer service attitude and maintain effective communication with District leadership and staff; excellent oral and written communication skills; ability to collaborate with others in problem solving and project implementation; ability to read and follow technical instructions; maintain effective and cooperative working relationships with co-workers and District staff and leadership.
- Experience in the administration of a service ticket tracking system.
- Competency in the theory and practice of low voltage cabling as required to troubleshoot and maintain network, communications and audio/video systems.
- Ability to effectively communicate with nontechnical staff; to isolate and resolve problems in the operation of District technology hardware and software, to document work required and work completed, and to work effectively at the school sites.
- Ability to continuously acquire new knowledge relevant to this position; ability to acquire knowledge by locating and referencing technical manuals and online resources.
- High school diploma or GED required. College degree preferred. CompTIA A+ or equivalent technical certification, education or minimum five years comparable technical work experience, required.
- Knowledge of project management and experience working with vendors and sourcing multiple bids, required
- Previous experience managing staff and assessing quality of work, highly desired.

- Valid California driver's license and insurability for operation of District vehicles.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

Must be able to stand and sit for extended periods of time; possess dexterity of hands, fingers, knees and feet to operate computers, office equipment, and tools; walk school and District sites as needed; kneel, bend at the waist, reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment; and lift objects up to 50 pounds.

Position will be required to climb ladders to perform basic troubleshooting and maintenance of equipment mounted to walls and in, and above, ceiling.

Must provide own transportation between main District office and assigned school sites.

Classified Salary Schedule: Range 46
BOARD APPROVED 09/11/24