

CLASSIFIED JOB DESCRIPTION

**EDUCATION SERVICE AND SUPPORT CENTER (ESSC)
LEAD INFORMATION TECHNOLOGY SPECIALIST**

JOB SUMMARY:

Under the Information Technology Services and Support Director, 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. Researches technology equipment for suitability to task; makes recommendations to management on implementation. Installs, troubleshoots, and maintains hardware and software assets supported by the department. Deals with ticket escalation from Computer Support Technicians.

ESSENTIAL JOB FUNCTIONS:

- Is responsible for the design, report generation, and maintenance of District support request ticket tracking system.
- Monitors tickets submitted by District users requesting technical support; assigns tickets to Computer Support Technicians.
- Prioritizes, schedules, and coordinates technical support jobs assigned to Computer Support Technicians.
- Reviews all ticket queues and follows up with Computer Support Technicians to ensure timely completion of service requests.
- Manages open support ticket escalation from Computer Support Technicians, either resolving issue, referring to system administrator, or referring to network administrator if justified.
- Develops technical training for school technology representatives and professional staff.
- Researches and resolves complex technical issues for users and site support staff.
- Develops and updates knowledge base of solutions to technical support issues.
- Installs and supports the District's standard-user hardware and software.
- Assists in the installation and troubleshooting of Ethernet Local Area Networks.
- Performs basic installation and configuration of telephone and unified communications equipment and software.
- Provides troubleshooting assistance to resolve issues experienced by end users when operating equipment and software.
- Manages library of District standard computer setup images using enterprise system management tools.
- Creates and manages installation packages for software distribution through enterprise system management tools.
- Researches, specifies, and recommends technology equipment such as printers, desktop and laptop computer systems, other peripherals, and upgrade options.
- 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.

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- Performs other duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- A strong customer service attitude is a critical quality in this position.
- Experience in the administration of a service ticket tracking system.
- Competency in the theory and practice of implementing and supporting computer operating systems, application software, and other information technology systems.
- Competency in the theory and practice of data network technologies as required to properly configure equipment to access resources across local and wide area networks and the Internet.
- Interpersonal skills needed to foster effective and cooperative working relationships with technical support staffs at school sites.
- Ability to effectively communicate with nontechnical staff regarding the use of their assigned computer hardware and software, 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.
- High school diploma or GED required. College degree is preferred.
- Successful completion of fundamental Information Technology theories and practices. Successful completion of accredited Information Technology support training as determined by the Information Technology Services and Support Director.
- Valid California driver's license and evidence of insurability for operation of District vehicles.
- Desired additional experience: Knowledge of Structured Query Language database management and administration of web applications.

WORKING CONDITIONS AND PHYSICAL ABILITIES:

- Must be able to stand for extended periods of time; possess dexterity of hands and fingers to operate computers, office equipment, and tools; kneel; bend at the waist; reach overhead, above the shoulder, and horizontally to retrieve, store, and work on supplies and equipment; climb ladders; and lift objects up to 50 pounds.

Classified Salary Schedule: Range 42
BOARD APPROVED: 12-14-10
REVISION DATES: 07/17/23
08/09/2023