

**CLASS SPECIFICATION**

**TECHNOLOGY SUPPORT LEAD**

**DEFINITION**

Under the direction of the Director, Maintenance/Operations, Transportation and Technology, installs, maintains, and repairs equipment, including local and wide area networks; provides a variety of assistance and expertise to the district administrator related to hardware, software, network systems, and related technologies; provides direction to technology support staff; and performs other related duties as assigned.

**REPRESENTATIVE DUTIES**

- Follow Board Policies, Administrative Regulations, and Standard Operating Procedures and explain to stakeholders as needed
- Maintain a high degree of confidentiality regarding all aspects of the Cypress School District
- Exercise appropriate judgment and discretion, requesting assistance when needed
- Act as district liaison with all stakeholders, communicating pertinent information using a variety of communication modes
- Assist and review network and system infrastructure to support current and long-range district plans and goals; recommend replacements, upgrades, and/or new hardware
- Set up and maintain directory services across the network
- Troubleshoot server and network problems
- Coordinate coverage to address work orders, projects, and special events
- Evaluate, recommend, implement, and maintain technology asset and mobile device management systems
- Apply patches, install software and hardware, manage file systems, and monitor the performance of systems
- Assist and train technology staff in department procedures, including diagnosing and addressing computer and network problems
- Communicate with various internal and external contacts including vendors to exchange information, coordinate activities, and resolve problems or concerns
- Diagnose problems and assist in the creation and maintenance of user accounts, including student and staff passwords, permissions, and file access
- Apply district security policies to secure computers and the network from viruses, malware, and intrusion
- May assist in planning and organizing the budget and operations of the technology department
- Attend and may facilitate technology committee meetings
- Assist in training staff related to the use of computer hardware and software programs; provide training and support materials
- Assist in supporting website management
- Assist in creating operating procedures for reviewing, approving, and standardizing hardware and software
- Maintain current knowledge of operating systems and software; maintain current understanding of district network protocols
- Respond to technology-related calls after hours and on weekends as assigned

## **ORGANIZATIONAL RESPONSIBILITIES**

This is a lead position in the Maintenance/Operations, Transportation, and Technology department that operates under the supervision and direction of the director. The lead assigns and conveys instructions to technology staff. This is not a management position and does not formally evaluate employees.

## **QUALIFICATIONS**

To perform this job successfully, an individual must possess:

### **Knowledge of:**

- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy
- Customer service techniques
- Tools, equipment, and methods used in the installation, maintenance, repair, and operation of computers, standard diagnostic utilities, peripherals, network systems
- Hardware and software troubleshooting techniques
- Computer networking and wireless concepts, including network equipment, cabling, and operating systems
- Technology development and implementation
- Technology used in an educational setting
- Health and safety regulations and precautions concerning equipment maintenance and repair

### **Ability to:**

- Work independently and communicate effectively
- Develop and maintain cooperative working relationships
- Install, diagnose, repair, and maintain computer systems, network hardware, software, and operating systems; and document work as required
- Describe technical issues to other technology staff and end users
- Understand and carry out oral and written instructions
- Prioritize and meet deadlines for scheduled work
- Observe legal and defensive driving practices
- Maintain a valid California Driver's License

### **Education and Experience**

- Bachelor's degree in Business Administration, Management Information Systems, Computer Science or related field, or the equivalent of work-related experience
- Five years of increasingly responsible management information systems experience, including responsibility for developing procedures and applications, major system upgrades, new software implementations, performing systems analysis, programming work, supervising operations, and technical personnel

## **PHYSICAL DEMANDS AND WORKING CONDITIONS**

While performing duties of this position, employees may be subject to interruption and are in direct contact with the public, students, and employees. Negative interactions resulting from these contacts can result in stressful situations.

The employee is regularly required to stand, sit, kneel, squat, stoop, and walk; use hands and fingers to handle and feel objects, tools, or controls; reach with hands and arms overhead, above the shoulders, and horizontally bend or twist at the neck and waist; and be on his/her feet for extended periods. The employee must have manual dexterity sufficient to climb ladders and work from heights; handle tools and operate equipment; lift, carry, push, and pull items; and be able to lift and/or move up to 40 pounds, and may involve heavier objects up to 75 pounds with assistance. This position works at a computer for extended periods, requiring close vision, color vision, peripheral vision, depth perception, and focus. The position may demand meeting deadlines with time constraints and may involve performing job duties in more than one location.

Approved: June 15, 2017

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