



Excellence for all.

Job Title: Lead Technology Support Services

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of the Executive Director of Technology and Operations or designee, this position is responsible for leading all customer-facing support services for the District and will work closely with the Lead Systems and Network Engineer to ensure continuity between systems, network, and day-to-day support tasks. The Lead Technology Support Services position plans, organizes, and oversees activities related to the day-to-day support of an enterprise technology infrastructure including computers, servers, software, network equipment and peripherals; provide assistance, guidance, direction and training to users, school site staff, and other technical positions; communicate with users to determine software and hardware needs and resolve problems; provide direction and support to assigned staff.

Distinguishing Characteristics:

The Lead Support Services classification is the lead position in the Technology Services Support series and is responsible for administration and support of end-user systems, including the implementation and management of complex back-end systems. Employees in this classification work closely with the Lead Systems and Network Engineer and the Executive Director of Technology and Operations to evaluate and make recommendations for future systems improvements. Employees in this classification provide leadership work direction for all subordinate positions and work closely with school and district personnel. This position requires in-depth knowledge of the district's applications, systems, and infrastructure. This position, along with the Lead Systems & Network Engineer, may fill in for the Executive Director of Technology and Operations as required, providing guidance and technical insight to district executive leadership.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Oversee and participate in technical activities at the district office and site locations to assure continuity of support.
- Oversee and lead charter school support services.
- Plan, prioritize, assign, and review the work of staff, projects, and services. Provide direct input to the Executive Director of Technology and Operations on subordinate staff evaluations.
- Recommend and assist in the implementation of goals and objectives; implement policies and procedures.
- Train and provide work direction to other technical staff; inspect work of staff and assure timely and efficient completion of assignments and compliance with department operating procedures.
- Assist with purchasing of supplies/hardware and monitor expenditures according to established procedures.
- Maintain supply of parts and technical equipment required to complete projects and maintain efficiency of daily department operations. Recommend purchase of additional items as needed.
- Prepare and maintains a variety of custom forms, records and reports related to assigned duties.
- Assist with high-level student and/or staff investigations. Maintain confidentiality in sensitive investigations.
- Work with administration and Educational Services to support standardized testing systems and services district wide.

- Primary position responsible for the management of complex user systems such as Google Workspace, mobile device management systems, internet filtering, classroom safety, and monitoring tools.
- Work closely with vendors, VCOE, and technology staff to correct hardware and software issues on various systems.
- Develop, organize, and write-user manuals, guides, and other documentation.
- Sets up and configure computers as assigned; install software as assigned; maintain and troubleshoot computer hardware, software, server, network, and peripheral problems.
- Respond to district-wide hardware and software service requests; perform preventative maintenance on hardware and software as assigned.
- Operate and maintain a variety of technology including computers, printers, scanners, network servers and other networking equipment and peripheral equipment; provide support for software and hardware products; install hardware components as necessary.
- Establish and maintain network user accounts and permissions as required in accordance with established department standards.
- Assist in the maintenance and upgrades of the District's networks and servers as well as installations and configuration of networked applications.
- Basic installations and configurations of switches and firewalls.
- Confer with users to determine software and hardware requirements and desired output, resolve problems, and provide support and assistance.
- Contact vendors to receive technical support and discuss the purchases of computer hardware and request information concerning the installation of system upgrades.
- Maintain current knowledge of technological advancements in the computer field and advanced knowledge of personal computers, programs, and operating systems.
- Organize, conduct, and attend workshops.
- May provide department leadership in the absence of the Executive Director of Technology and Operations.
- Cross-trains with and provides backup support for Lead Systems and Network Engineer position.

Other Duties:

- Perform related duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Technical best practices and established department procedures.
- Operation and use of computers and related peripheral equipment.
- Database Management Systems.
- Network operating systems, servers, and data center concepts.
- Windows, Apple iOS, and/or mobile device applications and hardware.
- Advanced functions of various operation systems and related hardware and software.
- System documentation and record-keeping techniques and tools.
- Information collection and data utilization in report preparation.

- Principles of training and providing helpdesk support.
- Principles of providing work direction to others.
- Internet usage and terminology.
- District organization, operations, policies and objectives.
- Appropriate safety practices and procedures.

Ability to:

- Understand and follow oral and written directions.
- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Lead, oversee, direct, and inspect the work of others.
- Use and manage network and server operating systems and hardware.
- Provide technical expertise and training to others.
- Establish and maintain effective and cooperative working relationships with others.
- Maintain current knowledge of technological advancements in the computer field.
- Meet schedules and timelines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Read and utilize technical manuals.
- Operate a variety of computer repair equipment and use of necessary tools.
- Maintain confidentiality with discretion of sensitive information.
- Write at a professional level, with a focus on accuracy, quality, and clarity required.
- Interact positively, flexibly, and patiently while having to multitask with coworkers, supervisors, community and vendors to maintain cooperative and effective working relationships.

Education/Licenses/Experience: Any combination equivalent to sufficient education, experience, and/or training to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: Graduation from high school supplemented by computer application and/or hardware training. Five years related experience in the areas of computer operations, troubleshooting, repair work. Related college coursework and certifications preferred. Successful completion of the Merit examination process is required.

Licenses/Certificates: Valid California driver's license. Preferred certifications: CCNA, CCNP, CompTIA A+, CompTIA Network+, CompTIA Security+, or equivalent.

Working Conditions:

Environment: Indoor environment. Driving a vehicle to conduct work.

Physical Demand/Hazards: Dexterity of hands and fingers to operate a computer keyboard. Sitting for extended periods of time. Lifting, carrying, pushing, or pulling moderately heavy computer equipment.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 145

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