Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	**Technical Support Services Lead**	FLSA Status:	**Exempt**
Job Family:	**Classified - Information Technology**	Pay Range:	**IT88Y**
Prepared/Revised Date:	**August 1, 2025**	Job Code:	**38271**

SUMMARY: Responsible for managing the capacity of the Technical Support team in alignment with IT projects, overseeing Problem Record Management, translating technical language for broader understanding, and collaborating with other IT teams on complex technical issues. This role ensures that technical support projects are well-executed and that solutions are adopted, documented, and integrated as organizational standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Work closely with the Technical Support Manager to plan and manage resources for IT projects that require technical support services. Coordinate scheduling, align project timelines, and ensure successful execution.
2. Take ownership of problem record management, collaborating with IT Teams to ensure records are followed, tracked, and progressing towards root cause and problem prevention.
3. Represent the Technical Support team in IT meetings that require a user focused and technical perspective, providing insights into complex issues, solutions, and project progress.
4. Work alongside system administrators, network support, and other IT teams to troubleshoot and resolve advanced technical issues affecting end users, ensuring timely and effective resolutions.
5. Create, manage, and maintain technical documents, including workflows, troubleshooting guides, and operational procedures to ensure consistent adoption of IT standards.
6. Provide guidance and advanced technical training to Technical Support Specialists I & II, focusing on building their capacity to handle complex technical problems.
7. Act as a technical resource for business process change management, ensuring that new technologies and processes are effectively adopted and integrated by the Technical Support team.
8. Lead technical efforts related to significant projects, such as technology refreshes, deployments, or enterprise-level troubleshooting initiatives.
9. Serve as the District Technology Coordinator (DTC), ensuring technical readiness, system compliance, and secure administration of state assessments in coordination with school staff and the Colorado Department of Education.
10. Utilize strong problem-solving and analytical abilities to identify, troubleshoot, and resolve technical issues. Analyze complex systems, determine root causes, and implement effective solutions to improve performance and efficiency.

11. Communicate effectively by translating technical concepts for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
12. Deliver consistent, quality, user support by providing consultative customer service, resolving issues efficiently, and translating technical concepts into clear, user-friendly solutions.
13. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
14. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in a technology-related field
- At least five years of progressively responsible experience in technical support or IT service management, including experience handling complex technical issues and collaborating across technical teams
- At least 3 years of experience coordinating or leading large-scale IT projects and resources in a K-12 environment
- Equivalent combination of education and experience is acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Industry certifications like ITIL Service Management, PMP (Project Management Professional), CAPM (Certified Associate in Project Management), or CompTIA Project+ certifications are preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Proven ability to analyze and resolve complex technical issues across systems, applications, and networks
- Ability to provide excellent customer service on the phone and face-to-face
- Familiarity with ITIL-based problem record management and root cause analysis processes
- Strong ability to translate technical concepts for non-technical audiences and collaborate across IT functions
- Advanced knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Skilled in coaching, mentoring, and developing team members in support techniques and standards
- Committed to delivering high-quality, consultative technical support to diverse users in a service-oriented environment
- Ability to create and maintain clear, concise technical documents, SOPs, and troubleshooting guides
- Proficiency with ticketing systems, Microsoft 365, Windows OS, remote support tools, and enterprise device management platforms
- Strong organizational and time management skills
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment

- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Reports to:	Director IT Technical Support Services & User Security	
Direct reports:	This job has no direct supervisory responsibilities.	

STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS: *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact ada@psdschools.org.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms			X	
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X
Compute			X	
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	