Job Description

Title: Lead Technology Support Specialist  
FLSA Status: Exempt
Classification: Administrative Support
Immediate Supervisor: Director of Technology

Job Summary: This position assists the district’s Director of Technology in monitoring and supporting all Technology Support Specialists. This individual helps coordinate support services by monitoring responses and addressing issues. Additionally, this position is responsible for non-server hardware/software setup, maintenance and troubleshooting; primarily assigned to a specific subset of schools, but must help wherever needed. This position serves as the front line for all technology support in assigned buildings, working with staff to ensure technology is utilized to the fullest extent possible.

Hiring Specifications:

Education
- Associate’s degree in computer networking, computer science, computer information systems, management information systems or related field or equivalent work experience required
- Bachelor’s degree or 4 years equivalent work experience preferred

Certification
- A+ certification preferred

Experience
- Experience with computer servicing, networks and software
- Experience with troubleshooting computer problems
- Experience communicating with a diverse user group
- Leadership experience, including experience working with a diverse group of individuals

Skills, Knowledge & Abilities
- Ability to provide leadership in technology support
- Ability to work in a participative, collaborative manner with technology support specialists and district staff
- Ability to plan, organize and prioritize activities
- Possess effective decision-making and management skills
- Current knowledge of industry best practices and current/emerging technologies
- Willing to learn and keep technical skills current
- Ability to troubleshoot problems and come to a resolution
- Ability to communicate with a diverse group of people with varying technical backgrounds
- Ability to work independently and in a team environment
- Good organizational skills
- Ability to take initiative

Technology Requirements
- Knowledge of computer servicing and software
- Knowledge of various Microsoft operating systems
- Knowledge of A/V systems
- Knowledge of computer hardware

**Supervision of Others:**
- Shared supervision of Technology Support Specialists with the Director of Technology

**Personal Contacts:**
- All district personnel
- Technology staff members

**Job Duties:**

1. Effectively delegates tasks to Technology Support Specialists.
2. Provides input on technician performance assessments.
3. Trains and mentors team members.
4. Works collaboratively with Technology Support Specialists, the Director of Technology, and other staff to develop, implement, and enforce standards, procedures and processes for service to schools and district locations.
5. Ensures excellent customer service is delivered by Technology Support Specialists.
6. Coordinates assigned projects.
7. Ensures all tickets are completed, documented, and communicated based on metrics outlined.
8. Proactively monitors ticket status in the district’s helpdesk system and intervenes when necessary to ensure support metrics are met.
9. Coordinates the creation of computer images.
10. Researches and recommends new technologies which may be beneficial to the mission of the district.
11. Communicates regularly with other team members about technology issues and support concerns.
12. Installs, maintains and upgrades computer hardware, peripherals, software and other technology equipment.
13. Delivers and configures new hardware/software.
14. Assists in basic networking support including physical cabling.
15. Orders parts.
16. Maintains accurate records of service status and resolution through the district’s help desk system.
17. Troubleshoots hardware/software problems for computers as well as peripherals and other equipment.
18. Maintains professionalism at all times.
19. Mentors staff on the effective use of available technology.
20. Serves as a resource for staff to consult in expanding technology usage.
21. Assists Technology Integration Specialists with the necessary hardware and software training to facilitate their technology requirements.
22. Maintains accurate inventory records for all district equipment.
23. Performs other duties as assigned.
### Physical Requirements:

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<thead>
<tr>
<th>Activity</th>
<th>NEVER 0%</th>
<th>OCCASIONAL 1-32%</th>
<th>FREQUENT 33-66%</th>
<th>CONSTANT 67%+</th>
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<tbody>
<tr>
<td>A. Standing</td>
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<tr>
<td>B. Walking</td>
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<td>C. Sitting</td>
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<td>D. Bending/Stooping</td>
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<td>E. Pushing/Pulling</td>
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<td>F. Reaching</td>
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<td>G. Climbing/Stairs</td>
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<td>H. Driving</td>
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<tr>
<td>I. Lifting</td>
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<td>J. Carrying</td>
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<td>K. Manual Dexterity Tasks</td>
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<tr>
<td>Telephone</td>
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<td>Computer</td>
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<td>L. Working Conditions</td>
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<td>Extremes in temp/humidity</td>
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**Terms of Employment:** Twelve-month contract per Board policy and administrative guidelines.

**Date Last Revised:** 1/12/12