

Lead Technology Support Specialist

Purpose Statement

The job of Lead Technology Support Specialist is done for the purpose/s of serving as a resource for users of district wide information systems (student and business management); analyzing problems and issues related to the information systems and related software; and assisting users with data integrity and reporting.

This job reports to the Manager of Technology Support Services

Essential Functions

- Collaborates with a variety of internal and external parties (e.g. district personnel, programmers, programmer analysts, database administrators, users, etc.) for the purpose of providing and/or receiving information and ensuring project success.
- Evaluates assigned personnel for the purpose of ensuring that standards are achieved and performance is maximized.
- Monitors a variety of computer systems and functions (e.g. WAN/LAN connections, network traffic, performance, etc.) for the purpose of ensuring that District computer systems are secure and resources are utilized effectively.
- Monitors installation, configuring and maintaining network services and equipment (e.g. switches, routers, servers, etc.) for the purpose of meeting district network systems requirements.
- Oversees assigned personnel work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Oversees repairs of operating systems and network equipment (e.g. servers, data communications hardware, lines, modems, network devices, switches, routers, etc.) for the purpose of maintaining equipment in a safe and functional operating condition.
- Participates in meetings, workshops and/or trainings for the purpose of conveying long term planning and/or gathering information required to perform job functions.
- Prepares a variety of materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Researches a variety of topics (e.g. trends, hardware, software, etc.) for the purpose of recommending procedures and/or purchases.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support.
- Serves as a technical resource to department and district staff for the purpose of providing information and/or advice regarding active or planned projects.
- Supervises assigned personnel within the Technology Support Services Group (e.g. recommending, training, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department outcomes are achieved.

- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks (e.g. servers, network connections, etc.) for the purpose of resolving operational issues and restoring services.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records including developing and maintaining time estimates and schedules; reading entity-relationship diagrams; supervising staff and project groups; and using pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy application programming languages; system design; process and data modeling techniques; database theory; technologies and tools; benefits and limitations of technology; and project management.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; communicating effectively with persons of varied technical background; meeting deadlines and schedules; and working with frequent interruptions.

Responsibility

Responsibilities include: working under direct supervision using standardized routines; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. The job is performed in a generally hazard free environment.

Experience Job related experience within a specialized field is required.

Education Bachelors degree in job-related area.

Equivalency BA, BS degree in related area with increasing levels of job-related experience may substitute.

Required Testing

Job-Related Skills Proficiency Test

Certificates

Driver's License & Evidence of Insurability

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Exempt

Approval Date

Salary Range