

Job Description

Job Title: Lead Technology Support Specialist

Supervisor: Supervisor, Technology Support Services

Position Code:

Pay Grade: 36

Job Classification: Non-Exempt

Contract Length: 245 Days

Job Summary

Under the direction of the Supervisor, Technology Support Services, this position coordinates and manages complex work and supervises assigned staff in the Technology Help Desk and/or the Technology Repair Shop. Work involves overseeing all aspects of technology-related customer service and/or coordinating and managing the daily activities related to repairing district computer equipment and managing large-scale computer deployments from a central location. Position trains and provides technical guidance and assistance to assigned Technology staff and gathers data and performance metrics for reporting and budgeting purposes.

Essential Duties

1. Supervises the daily activities of Technology staff assigned to the Technology Help Desk and/or Technology Repair Shop
2. Monitors the Technology Work Order System, prioritizes workload, and reallocates resources as necessary to ensure compliance with established service-level agreements (SLAs).
3. Develops and implements streamlined logistical processes related to the efficient operation of an enterprise-level IT help desk and/or depot repair facility.
4. Coordinates with the Technology Logistics Analyst and site-based TSS staff to receive, inventory, configure and deploy large quantities of technology devices.
5. Deploys, repairs, upgrades, and enhances hardware, software, peripherals and other technology-related components and equipment in a computing environment with more than 30,000 devices.
6. Manages a team of technicians responsible for all warranty and non-warranty repairs on a computer inventory valued at more than \$16 million.
7. Oversees a team of technicians in a help desk environment that processes more than 30,000 work orders annually.
8. Designs and implements large-scale computer deployment projects involving the upgrade and/or replacement of more than 7,000 computers annually.
9. Maintains records and prepares necessary statistics and reports related to the operation of the Technology Help Desk and/or Technology Repair Shop.
10. Serves on committees and participates in the development of tactical and strategic goals for the Technology Department.
11. Highly skilled in the use of tools and equipment employed in diagnosing and troubleshooting technology issues.
12. Trains, orients, and provides technical guidance to assigned Technology Support Specialist staff.
13. Conforms to all departmental procedures and policies.
14. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains a current knowledge of rapidly changing computing technology.
2. Performs any other related duties as assigned by the Supervisor I, Technology Support Services or other appropriate administrator.

Job Specifications

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. Reasonable

accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Must possess a Bachelor’s degree in computer science or a related field and considerable related computer and network support experience to include experience in a supervisory capacity; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills, and abilities to perform the essential duties. Must possess the ability to coordinate technology support operations; supervise, train, and evaluate the work of assigned technical staff. Must possess a comprehensive knowledge of the operation and repair and the principles and practices used in the configuration, installation, testing, and maintenance of computer systems, operating systems, collaborative applications, printers, interactive white boards, display projectors, and printers (experience with Dell computers, Microsoft operating and application systems, Hewlett Packard printers, and SMART technologies is highly desirable); understanding of network topologies, network designs, Ethernet based networks; understanding of the Microsoft Server systems, Active Directory, DHCP, Group Policy, DNS services, Google, and iOS mobile operating systems. Must possess excellent supervisory, customer relations, time management, and communication skills. Must possess excellent troubleshooting skills and the ability to diagnose/resolve system problems. Must possess excellent skills in the use of the instruments and tools of the trade. Must possess the ability to interpret and apply complex technical manuals and reference materials. Must possess the ability to prioritize tasks in order of importance; direct efforts of other specialists; work independently and as a team member; and establish and maintain effective working relationships with departmental peers, departmental technicians and specialist, and all customers served. Must possess a valid driver’s license with a good driving record.

Working Conditions and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Assigned Staff

Supervision Received: Supervisor, Technology Support Services

This job description in no way states or implies that these are the only duties to be performed by this employee. The Lead Technical Support Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor, Technology Support Services, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 5/20 (CR)