Job Description

Job Title: Lead Technology Support Specialist
Supervisor: Supervisor I, Technology Support Services

Position Code: 6N26, FN26
Pay Grade: 33

Job Classification: Non - Exempt
Contract Length: 245 Days

Job Summary
This position includes all duties described, outlined, and associated with the Technical Support Specialist job description on file with the human resources department. Position is responsible for coordinating and managing the daily activities of the school division’s technical support operations and staff involved in the distribution, installation, repair, troubleshooting, and maintenance of computer hardware, software, and related equipment. Position supervises, evaluates, schedules, and monitors the work of Technology Support Specialists in their assigned area; and provides effective and efficient services within budgetary constraints. Position trains staff and provides technical guidance and assistance.

Essential Duties
1. Performs the duties of a Technology Support Specialist.
2. Coordinates and manages the daily activities of the school division’s technical support operations within assigned support team.
3. Supervises assigned Technology Support Specialists in the processing and resolution of technical service requests.
4. Works with other Team Leads and Technical Support Supervisor in the development of operating procedures for technical support staff.
5. Coordinates team members to provide assistance and support across multiple sites as needed.
6. Analyzes and prioritizes the workload of the team members, assigns work to team members as needed.
7. Inspects the work of Technology Support Specialists Team Members and participates in the evaluation of their performance.
8. Assists the Technical Support Supervisor with screening, interviewing, and recommending qualified candidates for Technology Support Specialist vacancies within team.
9. Trains, orients, and provides technical guidance to Technology Support Specialist team members.
10. Collaborates with other departmental personnel in the implementation of the technology plan.
11. Repairs and troubleshoots complex problems with computer equipment and software that Technology Support Specialists team members are unable to resolve.
12. Maintains a current knowledge of rapidly changing computer technology
13. Models nondiscriminatory practices in all activities.

Other Duties
1. Performs any other related duties as assigned by the Supervisor I of, 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)

Minimum one-year successful employment as a Technical Support Specialist for NNPS along with completion of all assigned training. Knowledge of NNPS organization, products, services, and technology initiatives. Demonstrated leadership ability. Demonstrated initiative and ability to start, develop, and complete short and long term projects.

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 that would provide the noted knowledge, skills, and abilities. Must possess extensive IT experience in an educational environment. Must possess the ability to coordinate technology support operations; and supervise, train, and evaluate the work of technical staff. Must possess extensive troubleshooting skills and a working technical knowledge of hardware/software systems within Microsoft Windows 2000/XP and Macintosh environments. Must possess supervisory, customer relations, time management, and communication skills. Must possess the ability to establish and maintain effective working relationships with technology staff, administrators, and school personnel. Must possess a valid Virginia driver’s license with a good driving record.

Working Conditions & Physical Requirements

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.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal/typewriter, and to perform; see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

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/school environment.

Supervision Exercised: Assigned Staff
Supervision Received: Supervisor I, 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 Technical Support Coordinator will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor I, 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:

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Supervisor                        Date

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