



Park Hill School District

Building Successful Futures • Each Student • Every Day

Position Description

POSITION TITLE: Lead Technology Support Specialist

F.L.S.A. Exempt

QUALIFICATIONS:

- Minimum 5 years of supervisory experience preferred
- Strong experience leading small to medium-sized teams
- Exceptional project management skills
- Experience working with a large-scale IT ticketing system
- Demonstrated customer service experience required
- Extensive experience with all Windows desktop operating systems and software
- Demonstrated experience leading the training and development of staff
- Experience with Active Directory, Inventory Management, Network Management, and Troubleshooting
- Experience working in a large Enterprise environment
- Good oral and written communication skills
- Outstanding Customer Service Skills
- Ability to lift up to 40 lbs. up to a height of 4 feet
- Current driver's license and access to a personal vehicle for travel in district (mileage reimbursement provided)
- Bachelor's degree with a technology focus strongly preferred
- Experience with large-scale computer deployments and automated software deployment technologies
- Strong experience with project management and coordination
- Experience training end-user's on the use of hardware and software applications

REPORTS TO: Manager – Technology Support Services

TERMS OF EMPLOYMENT: Twelve months with benefits provided according to Support Staff Agreement.

PERFORMANCE RESPONSIBILITIES:

- Lead activities with Computer Support Technicians to plan and coordinate desktop and peripheral device maintenance activities.
- Ensure Computer Support Technicians have the proper resources to do their job.
- Facilitate and supervise ticket escalation to Computer Support Technician IIs or directly to Data Systems or Network teams.
- Communicate with Computer Support Technicians and staff regarding outages.
- Coordinate support coverage as needed.

- Provide Mentoring and Coaching to staff.
- Assess end-user needs to identify and implement process improvements.
- Assist Computer Support Technicians with support coverage as needed.
- Provide documentation and knowledge base information to the Computer Support and Help Desk teams.
- Review work orders to ensure they are being completed efficiently, effectively and in a timely manner.
- Research and assess new and trending incidents and provide possible solutions to minimize impact.
- Work with Computer Support Technician IIs to identify root causes and implement root cause solutions.
- Assist Computer Support Manager with regular review of processes and procedures.
- Monitor quality standards and controls within the team.
- Travel in district when required to provide services and deliver or pick up technology equipment.
- Lead or participate in technology projects.
- Report on technology inventory.

OTHER PERFORMANCE RESPONSIBILITIES:

- Attend meetings and training as required.
- Other duties as assigned.