



Job Title: **Help Desk-Team Lead Level 1 and 2**

Department: **Information Technology**

Supervisor: **Director of Technology Services**

Lane Placement: **ESP Lane 12-13**

Schedule: **8 hrs / 242 days** Evaluation Group: **JCES 3**

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Services and the Director of Information Technology, the Technology Services Help Desk Team Leader is responsible for technical support of computer applications (including, but not limited to business systems, administrative student systems and office systems) and serves as a coach and mentor to other Help Desk personnel.

ESSENTIAL FUNCTIONS

- Serves other technical support personnel as a coach and mentor.
- Provides outstanding customer support and can effectively teach other technical support personnel to do so as well.
- Establishes priorities among projects to effectively use existing resources to address multiple requests.
- Elicits requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Critically evaluates information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicates and collaborates with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed.
- Successfully engages in multiple initiatives simultaneously.
- Works independently with users to define concepts.
- Utilizes strong analytical and product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Utilizes excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Collaborates with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Serves as the liaison between the business units, technology teams and support teams.
- Analyzes and assists in resolving computer system problems and issues.
- Operates District Office based high volume printers.
- Coordinates volume print functions in the District Office and from school sites.
- Assists in monitoring system to ensure data integrity.
- Assists with data entry, as necessary, to ensure smooth system operation.
- Serves as back-up support for technical support staff, providing technical support to end users as necessary.

- Coordinates and performs the transmission of data to and from District locations and State and Federal offices.
- Provides input to building budget projections and monitors budget expenditures.
- Critical deadlines must be met within limited time frames. Additional stress may come from impact of operational requirements and managing system problems/errors.
- Must travel to school and District sites periodically.
- Predictable and reliable attendance.

During times of state or district emergency, all employees may be required to perform additional duties that are not required on a normal basis in support of educational and operational priorities. e.g. Performs general cleaning and sanitizing of work areas, provides remote assistance to students and staff, and any other reasonable duty as needed.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an employee assigned to this position.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the education, knowledge and experience requirements; the machines, tools and equipment used; background; and any licenses or certifications required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

QUALIFICATION REQUIREMENTS

- Incumbent must be fingerprinted and clear a criminal backgrounds check.
- Requires an Associate Degree in computer science, computer systems operations, software engineering or information management or high school diploma and equivalent experience.
- Requires three years prior job related work experience with demonstrated competence, preferably in the use of computer hardware and software similar to the District's.
- Specific training in K-12 administrative computer systems is preferred.
- Requires effective interpersonal skills to interact with individual and groups at all organizational levels. Interacts with co-workers in both structured and unstructured situations. Has limited interaction with vendors of forms and/or printer supplies.
- Requires management and leadership skills to manage multiple projects, motivate staff, develop plans and budgets, etc.
- Requires ability to provide leadership that supports teamwork and customer service.
- Requires ability to write clear and concise reports and plans.
- Requires ability to use personal computer based word processing and/or spreadsheets preferred.
- Requires technical and mechanical skills to operate high volume printers and data transfer systems.
- Requires advanced knowledge and skill in the performance of computer systems operations and ability to enter data with some analysis involved.
- Requires ability to troubleshoot system application hardware and/or software.
- Requires a valid Utah Driver License.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

PHYSICAL REQUIREMENTS---*Not limited to the following:*

- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Requires the ability to lift a minimum of ten (10) pounds.
- Possess the physical, mental, and emotional stability to work under stressful conditions, including but not limited to: deadlines, contract requirements, inspection requirements, and interaction with critical personnel.

Note: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented*

All employees are required to participate in the District evaluation process.
It is the employee's responsibility to review and adhere to all district policies and procedures.
This information may be reviewed at www.canyonsdistrict.org

ADA _____

HR _____

Effective date: 6/9/2020