



Job Title: **Technical Support Team Leader/Schools**

Department: **Information Technology**

Supervisor: **Director of Information Technology**

Lane Placement: **ESP Lane 12**

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

FLSA Classification: **Non - Exempt**

JOB DESCRIPTION

Under the supervision of the Director of Technology Services and the Director of Information Technology, the Technical Support Team Leader provides level one technical support at assigned location(s) and serves as a coach and mentor to other technical support 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.
- Follows the direction of building and District-level technology leaders.
- Visits schools on a regular basis to provide assistance and support.
- Provides installation, configuration, basic troubleshooting and maintenance of school computer technology software and hardware, network connectivity, and other technology-related applications.
- Provides assistance to teachers and school support staff having problems with computer systems.
- Prepares documentation to assist teachers and others in solving problems in the labs and classrooms related to instruction technology.
- Coordinates escalation of problems to appropriate District-level support personnel.
- Participates in and supports the building-level instructional technology planning process as a component of the Comprehensive School Improvement Plan (CSIP), and other related grants.
- Maintains accurate records of system problems and their resolutions.
- Assesses technology and training needs of the assigned location(s) and staff, and makes appropriate recommendations.
- Assists in the development and implementation of user training for students and staff.
- Assists with the inventory records of school technology-related equipment and software.
- Serves as a key communicator for technology needs between the school and District.
- Attends District-level technology meetings as assigned.
- 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.
- 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.
- Requires ability to troubleshoot system application hardware and/or software.
- Provides own transportation to school sites and other District locations.
- Demonstrated ability to organize, prioritize, and multi-task.
- Requires ability to manage stress of technology emergencies.
- 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