

Computer Systems Lead Technician

Purpose Statement

The job of Computer Systems Lead Technician is done for the purpose of performing independent, analytical, highly complex Tier II and advanced technical support to Computer Systems Assistants and end users of various District systems hardware and applications; guiding and problem solving with school site personnel; generating and collecting data for technical support; providing input regarding instructional applications; performing hardware and software troubleshooting; resolving software and hardware problems; preparing information regarding the use of District hardware and software systems; and installing, upgrading, and configuring workstations within the District.

This job reports to Assigned Supervisor

Essential Functions

- Assesses malfunctions of computer hardware and software applications for the purpose of determining appropriate action.
- Assists in the maintenance and updating of user job aids and online library of supplemental instructions for the purpose of ensuring staff ability to utilize computer software applications.
- Attends meetings as assigned for the purpose of conveying and gathering information required to perform job functions.
- Installs a variety of systems for the purpose of ensuring availability for use by District personnel.
- Inventories and maintains work-related tools and equipment for the purpose of ensuring availability and functionality technology.
- Leads team meetings and monitors unresolved work orders within assigned team queues for the purpose of facilitating team resources and ensuring timely response and resolution of issues.
- Performs a variety of work-related actions (e.g. installation, testing, configuring, imaging, etc.) for the purpose of meeting the technical needs of the District.
- Prepares information for the purpose of documenting activities, providing written reference, and conveying information.
- Provides training and in-service for end users and Computer Systems Assistants as needed for the purpose of ensuring the efficient use of computers, peripherals, and software applications.
- Researches work-related topics for the purpose of providing information, remaining current, identifying solutions, and making recommendations to appropriate stakeholders.
- Responds to inquiries from a variety of stakeholders for the purpose of providing information, resolving issues, and making recommendations.
- Transports a variety of items for the purpose of providing materials at job site or as required to resolve or repair technical issues.
- Troubleshoots computer-related problems for the purpose of providing timely assistance to users and Tier I Technicians.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: teaching technical topics to technical and non-technical audiences; preparing and maintaining accurate records; adhering to safety practices; planning and managing projects; understanding and following instructions; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer, software, and peripheral systems; basic computer networking knowledge; multi-platform applications; principles of effective written and oral communication; computer hardware, software, and peripheral troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; working with frequent interruptions; and setting priorities.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Collaborate with staff within the Technology Department as well as other District personnel and vendors. There is a continual opportunity to significantly impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

Experience: Two years experience working in a technology team environment and providing technical advice and support.

Education (Minimum): High school diploma or equivalent; A.A. degree preferred.

Equivalency: Three years experience working in a technology team environment and providing technical advice and support in an education setting preferred.

Required Testing

None Required

Certificates and Licenses

Valid Driver's License
Ladder & Lifting Training

Continuing Educ. / Training

Maintains Certificates and/or Licenses
District Mandated Training

Clearances

Criminal Background Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

December 14, 2021

Salary Grade

Range 26

Revised Date