

Jordan School District

**EDUCATION SUPPORT PROFESSIONAL JOB DESCRIPTION**Job Title: **IT Support Technician Lead (V25)**

Job Family: 06

Department: Information Systems

Lane Placement: 13

Supervisor's Title: Director of Information Systems  
Support Services Manager

Contract: 242 Days

FLSA Classification: Non-Exempt

Hours per Day: 8

Original date: 03/09 Revised: 10/16 Revised: 07/24 Revised: \_\_\_\_\_ Revised: \_\_\_\_\_**GENERAL FUNCTION**

Under the general supervision of the support services manager, the **IT Support Technician Lead** provides daily supervision, direction and training to assigned technicians. Acts as a level III technician to troubleshoot advanced, escalated or complex technical issues remotely or in person. Responsibilities also include providing building-wide technical support in all assigned locations. Incumbent regularly reports to and advises the manager on daily operational status, potential problems and proposed solutions relating to District instructional and administrative technology systems and programs.

The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

**ESSENTIAL FUNCTIONS**

- Under general direction, provide daily supervision, direction and training to assigned technicians. Assign work to technicians as needed. Perform all functions required of technicians.
- Act as a liaison between technicians, school personnel and the department.
- Regularly report to and advise the manager on daily operational status, potential problems and proposed solutions relating to District instructional and administrative technology systems and programs.
- Evaluate employee performance. Authorized evaluator under Jordan Classified Evaluation System. Provide input into training, hiring, performance improvement and promotion decisions.
- Prioritize and manage technical projects and assignments for technicians.
- Act as a level III technician to troubleshoot advanced, escalated or complex technical issues on all technology and related systems including hardware, software, peripheral devices, etc. Responsibilities also include providing building-wide technical support, training and assistance in all assigned locations.
- Coordinate, set-up, maintain, troubleshoot and ensures basic connectivity and communication to the network, wireless security management system, and/or server, as needed.
- Investigate suspected abuse and misuse of network, hardware and software.
- Collaborate with a leadership team on developing technical solutions and recommendations for larger-scope technology projects.
- Coordinate the planning, acquisition, installation and configuration of individual computers, computer labs, software, peripheral devices, etc.
- Maintain records to track and update technical repair requests, make determination and initiate trouble tickets for vendor assistance as needed.
- Research and recommend technology needs, evaluate old technology and recommend technology replacement options.
- Conduct training for teachers and other personnel in proper use of an individual computer system or computer lab (e.g. instructional and productivity software, print servers, file servers and the management system).
- Prepare troubleshooting and support documentation to assist teachers and other school staff in solving problems in the labs, classrooms, media center and offices related to their technology needs.

- Coordinate user security and group database maintenance processes with server system administrators.
- Maintain an inventory of hardware, software and applicable licensing information; address software licensing issues, as needed.
- Travel throughout the District as needed. Will use own transportation to travel to locations.
- This position requires punctual and regular daily attendance at assigned location.

### **NON-ESSENTIAL FUNCTIONS**

- Keep current on hardware and software technology. Attend trainings and meetings as approved.
- May serve on related school technology committees as requested.
- Other duties as assigned.

- This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
- Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

### **QUALIFICATION REQUIREMENTS**

- Incumbent must be fingerprinted and clear a criminal background check.

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 machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

#### **Minimum Job Qualifications:**

- Requires a High school diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be requested.
- Requires an Associate's Degree with successful completion of courses in computer technology, computer science, information management or equivalent areas of study PLUS four years of successful related job experience or an equivalent combination of education and experience.
- Current Apple and Microsoft technician certifications preferred
- Experience supervising employees preferred.
- Must successfully complete in-house (or other) training in instructional technology to become competent in the installation and servicing of administrative and education specific software.
- Must be proficient and skilled at analyzing, diagnosing and repairing personal computers, terminals, networks, and computer peripherals.
- Requires proven skill in set-up, maintenance, troubleshooting and repairing network problems, both hardware and software.
- Must demonstrate competence in reading, writing and math.
- Requires knowledge and ability with spreadsheets, word processing and databases.
- Requires proficiency in document development and maintenance.
- Requires ability to resolve many user problems daily and make recommendations to supervisor regarding systems, software, and equipment.
- Requires strong interpersonal skills. Interacts with teachers, department staff, District administrators, principals and school and office staff.
- Requires ability to handle stress of emergencies where deadlines are involved.
- Must be self-motivated and proactive in completing tasks with minimal direction.
- Required to travel to District schools or other locations using own transportation.

**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.**

**Machines, Tools & Equipment Used:**

- Standard office machines and equipment, computer hardware and software, printers, servers, and related peripheral equipment.

**Physical Requirements – Not limited to the following:**

- Frequent carrying up to 30 pounds and lifting from floor to waist of up to 40 pounds. Occasional floor to shoulder lift up to 70 pounds and gripping up to 60 pounds.
- Frequent crawling, driving a vehicle and fine motor dexterity.
- Occasional kneeling up to one hour and using hand tools.
- Occasional, continuous typing and using a mouse up to five hours.
- Occasionally required to climb a ladder.

- Occasional (0-33%) Frequent (34-66%) Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, 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 in accordance with the requirements of the job.*