



INFORMATION SYSTEMS LEAD TECHNICIAN

Classification: Lead Technician

Location: CRC & Various Schools

Reports to: Director of Customer & Technology Services

FLSA Status: Non-Exempt

Employee Group: SEIU

This is a standard position description for positions with similar duties, responsibilities, classification, and compensation. Employees assigned to the position description may or may not perform all the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the district and the employee and is subject to change by the district as the needs and requirements of the job change.

Part I: Position Summary

As lead information systems technician, assists in directing the information systems technician staff to ensure work is accomplished and critical dates and deadlines are met. Guides information system technician staff and assists in resolving more complicated issues.

Responsible for providing technology support to system users. Receives, analyzes, and responds to user inquiries to provide problem-solving for software, hardware, and networking issues. Provides support to administrators, teachers, and staff on the use and implementation of technology.

Part II: Supervision and Controls over the Work

Works under the supervisor of the administrator responsible for customer and technology services. Independently resolves routine and less complex user problems. Coordinates with other technology staff and supervisors in referring or resolving more complex issues. Work is evaluated based on the success of assisting users and resolving problems consistent with district and technology department policies, directives, and standard practices and procedures.

Part III: Major Duties and Responsibilities

Duties include but are not limited to:

1. Assists in onboarding and training of new information systems technicians.
2. Review tier 2 help requests and resolve them or direct them to the appropriate staff.
3. Provides liaison support between the network team, the LMS team, and the information systems technicians.

4. Assists with scheduling and project planning for the tech team, including Summer Workers.
5. Supports the director in overseeing and executing 1:1 device logistics and other projects, including but not limited to inventory management, surplus, and cross-department collaboration.
6. Provides technical support via e-mail, work order, help desk, and telephone; assesses hardware and software malfunctions to determine appropriate corrective action to maintain computer and network operations.
7. Provides analysis of technical problems, providing resolution when possible or referral to technical experts. Maintains spare parts inventory and performs repairs as required or refers repair work to other sources.
8. Maintains and applies up-to-date knowledge of installed hardware and existing software applications. Assists in the deployment of new and replacement technology. Installs hardware, peripherals, network equipment, and application software in offices, classrooms, libraries, and computer labs.
9. Upgrades hardware, software, and peripherals. Uses remote control software to shadow or take over computers as appropriate to diagnose and troubleshoot software issues or provide individualized customer support.
10. Analyze, manage, and address information technology workflow processes to ensure that service requests and work orders are completed promptly and efficiently and that follow-up requirements are fulfilled.
11. Utilizes customer request tracking systems to maintain a records trail of all work performed and create reports on user inquiries and resolutions.
12. Works collaboratively with information technology staff to ensure a smooth overall workflow process to ensure excellent customer service.
13. Works directly with vendors regarding repairs, imaging, and life cycle management.
14. Maintains inventory control of building equipment and software assets. Receives stock and non-stock items, assuring the correct specifications, quantity, and quality of orders. Pulls inventory to meet delivery requirements, transports, and installs technology at district sites.
15. Supports staff and students in the use of instructional technology.

Perform duties as assigned.



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Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening the engagement of a diverse community and skill in communicating with a diverse population.
2. High school diploma or equivalent.
3. Two years of substantive and progressively responsible experience providing hardware and software support. Excess experience may be substituted for the education requirement. Experience must have demonstrated the ability or potential to provide lead responsibilities over other employees.
4. Analytical and research ability to troubleshoot computer and peripheral hardware and software failures successfully and remotely.
5. Able to follow written and verbal directions and take initiative when necessary. Ability to communicate effectively on technology issues with a high level of effectiveness in terms of customer comprehension and response, including the ability to work and communicate effectively with customers who may have a high level of frustration.
6. Proven experience in effectively organizing teamwork and prioritizing tasks for timely completion.
7. Able to work collaboratively and effectively with other staff, employees, and supervisors across departments. Ability to create and support a robust team environment.

Part V: Desired Qualifications

1. Experience working with hardware and software that is standard to the district.
2. Experience working in an educational environment.
3. An associate degree or equivalent in technology or related areas of study.
4. Demonstrated ability to communicate across teams and departments.



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Part VI: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, move about, bend, lift, crawl, hear, and speak.

The employee must occasionally lift and move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to spend extensive time working on computer display terminals.