HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**Technical Support Specialist Manager**	FLSA Status:	**Exempt**
Job Family:	**Information Technology**	Pay Range:	**IT87Y**
Prepared/Revised Date:	**May 17, 2021**	Job Code:	**38276**

SUMMARY: Responsible for providing direction, leadership, training, project management, evaluation, and prioritization of day-to-day operations for the Technical Support team to maintain a productive working environment. Act as a liaison in collaboration with other IT Staff and IT Leadership Team as well as build partnerships across the organization to foster communication. Provide and coordinate technical support in schools for endpoint devices, computer peripherals, audio-visual (AV) equipment, and software. Serve as the Technical Support Specialist and provide a high level of support to elementary schools and second level support for Technology Site Managers at middle schools following and enforcing PSD standards, policies, processes, and procedures. Serve as liaison for communication between the Information Technology (IT) Department and assigned schools. Participate in and lead IT project teams to provide expertise, represent workgroup, provide two-way feedback, and achieve project goals. Work closely with other IT staff to adopt, document, and apply solutions as organizational standards and lead large-scale operational efforts for their workgroup and departmental project teams. Work with IT management to plan, implement, and improve processes and procedures. Train and mentor other technical support personnel within the department and schools.

ESSENTIAL DUTIES & RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks	**Frequency** Daily = **D** Weekly = **W** Monthly = **M** Quarterly = **Q** Annually = **A**	**% of Time** On an annual basis, e.g. 10 hours of a 40-hour work week = 10/40 = 25%
1. Supervise, mentor, train, coordinate and evaluate Technical Support Specialists by providing guidance and prioritization on tasks, responsibilities, and projects. Facilitate discussion among team, other IT staff, and users to resolve issues in a timely manner. Provide regular updates to IT supervisor. Assist in day-to-day management of Support Center by providing direction and prioritization. Facilitate discussion among team, other IT staff and users to find solutions in resolution of issues in a timely manner through building partnerships across the organization to foster communication and collaboration. Inform supervisor of issues and events that impact successful job performance and customer satisfaction.	D	20%
2. Assist team in creating and executing project work plans and coordinating project schedules with other teams including departments or vendors. Assist with establishing needs, specifications, impacts, locations, and scheduling for projects. Coordinate and ensure team documents job specific workflows, business practices and processes as well as create, manage, and maintain technical documents in support of IT standards, policies, and procedures.	D	15%
3. Analyze, identify, and solve complex client-level hardware, software, audio-visual, and network connectivity issues. Collaborate with all IT staff to troubleshoot and resolve enterprise-level problems in relationship to end users, client devices, and all District supported hardware/software. Escalate support tickets through the ticketing system to IT staff through defined support model working closely with team members, system administrators, and network support teams in particular.	D	10%

4.	Monitor quantitative and qualitative achievements including ticket and phone statistics of the team and reports back to IT Supervisor. Partner with supervisors and team individuals to aid in forming action plan(s) to ensure team members meet the goals and objectives of their position, department, and the District. Complete training, research, and other professional development opportunities to expand technical knowledge.	D	10%
5.	Lead, manage, and coordinate assigned projects with teammates and supervisor. Assist with business process change management as determined by District and department requests.	D	8%
6.	Assist end users and mentor technicians with technology-related issues and needs. Promptly update ticketing system to document findings, solutions, and status of requests for help.	D	5%
7.	Attend work and arrive in a timely manner.	D	1%
8.	Fully investigate systems and processes used to manage technology assets. Document procedures, and train technical support teams in use. Build partnerships across the organization to foster communication and collaboration. Work with school administrators and technicians to design short term and long-term technology needs/goals.	W	5%
9.	Work closely with system administrators to create and test application packages for deployment to devices and publication in software catalog.	W	5%
10.	Lead and manage large scale operational efforts related to technology refresh. Work closely with manager to plan, implement, and improve processes.	W	5%
11.	Deploy district-standard operating systems and applications software to endpoint devices. Install school-specific applications.	Q	5%
12.	Track district-supported technology assets and maintain inventory systems.	A	10%
13.	Perform other duties as assigned.	Ongoing	1%
		Total =	**100%**

EDUCATION & RELATED WORK EXPERIENCE:
- High school diploma or equivalent, plus advanced technical training; Associate degree in computer technology, information technology, or related field, preferred
- Six years of progressive work experience in advanced troubleshooting and problem-solving in desktop and technical support of endpoint devices, including four years of experience at Technical Support Specialist I or II, or combination of
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Valid Colorado driver's license
- Criminal background check required for hire
- Industry-standard certifications in hardware repair, Microsoft systems and applications, or networking desirable

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Advanced knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Advanced knowledge of both automated and manual software installation issues in an integrated platform environment
- Knowledge of Microsoft Active Directory components and services with strong knowledge in group policy.
- Advanced knowledge of device management solutions such as Microsoft Systems Center Configuration Manager (SCCM), Apple School Manager, JAMF, Google Chromebook Management Console, etc.
- Advanced skills in installing, configuring, and troubleshooting hardware and software of all types
- Strong knowledge of and skill in network concepts including TCP/IP, DHCP, DNS
- Strong knowledge of backing up, restoring, and recovering files from endpoint devices and servers
- Strong customer service skills
- Strong interpersonal relations skills
- Oral and written communication skills
- English language skills
- Ability to provide excellent customer service on the phone and face-to-face
- Organizational, recordkeeping, and time management skills
- Ability to follow written documentation
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment

- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies, and building and department procedures
- Ability to communicate, interact, and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

MATERIALS & EQUIPMENT OPERATING KNOWLEDGE:
- Advanced operating knowledge of and experience with personal computers, peripherals, and audiovisual equipment
- Advanced operating knowledge of and experience with instructional and business software
- Operating knowledge of and experience with typical office tools such as e-mail, productivity software, telephones, copier, fax machine, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:
- This position reports directly to the IT Infrastructure & Technical Services Director in the Information Technology department.

	POSITION TITLE	# of EMPLOYEES
Direct reports:	Technical Support Specialist I	12
	Technical Support Specialist II	1

- Responsible for assisting with interviewing, hiring, and training employees; assisting with planning, assigning and directing work; and assisting with addressing complaints and resolving problems.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle or feel				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk				x
Hear				x
Taste	x			
Smell	x			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				x
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				x
Analyze				x
Communicate				x
Copy		x		
Coordinate			x	

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Instruct				x
Compute			x	
Synthesize				x
Evaluate				x
Interpersonal Skills				x
Compile			x	
Negotiate			x	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	x			
Work near moving mechanical parts	x			
Work in high, precarious places	x			
Fumes or airborne particles	x			
Toxic or caustic chemicals	x			
Outdoor weather conditions		x		
Extreme cold (non-weather)	x			
Extreme heat (non-weather)	x			
Risk of electrical shock		x		
Work with explosives	x			
Risk of radiation	x			
Vibration	x			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	x
Distance vision (clear vision at 20 feet or more)	x
Color vision (ability to identify and distinguish colors)	x
Peripheral vision	x
Depth perception	x
Ability to adjust focus	x

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	x
Loud	
Very Loud	