



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **District Support Technician Manager** FLSA Status: **Exempt**
 Job Family: **Information Technology** Pay Range: **IT87Y**
 Prepared/Revised Date: **May 17, 2021** Job Code: **38274**

SUMMARY: Responsible for providing direction, leadership, training, project management, evaluation, and prioritization of day-to-day operations for Support Center 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. Responsible for providing user support of District-approved software, hardware, operating systems, peripherals, and communication devices in accordance with District policy and administrative guidelines. 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. Complete troubleshooting, analysis, testing, documentation, and issue resolution for all District users.

ESSENTIAL DUTIES AND 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Supervise, mentor, train, coordinate and evaluate the SupportCenter Team 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. Collaborate with IT Support Center and 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	20%
3. Provide user support of District-approved software, hardware, operating systems, peripherals, and communication devices including hand-held devices in accordance with District policy and administrative guidelines. Complete troubleshooting, analysis, testing, documentation, and issue resolution for end users through call center, ticketing system and live in-person support for central District staff including administrators, classified staff, and Board of Education members.	D	15%
4. Lead the planning and implementation of all central District campus user related technology projects, meetings, and trainings. Collaborate with other departments as needed and ensure adherence to District Technology policy, procedures, processes, and department administrative guidelines, including maintenance of centrally located training rooms, conference rooms and collaborative areas that contain technology.	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.	Manage, track, support and maintain technology for central District staff including administrators, classified staff, and Board of Education members from purchase to deployment including refresh and off cycle purchases in accordance with District and department policy, procedures, and administrative guidelines. Work directly with IT repair regarding hardware repair and recycle of non-supported technology. Complete and maintain asset inventory, as well as management of software and licensing in coordination with IT Support Center staff and central office departments.	D	5%
7.	Assist system administrators with package building and testing; run regular SCCM reports for stabilization of complex software/devices. Access and use monitoring tools as defined in IT Administrative Guidelines.	D	3%
8.	Manage Active Directory users, groups, and computer accounts for the central District staff, as well as site and District Active Directory (AD) objects. Manage MDM's associated with Mac/iOS and Android devices associated with the complex. Assign AD group membership in adherence to defined IT Administrative Guidelines.	D	2%
9.	Complete all stages of District purchased asset management including deploying, maintaining, supporting, and tracking of all cell phones, smartphones, tablets, and other devices. As a member of IT Support Center team, collaboratively manages and maintains District communication device billing and deployment.	D	1%
10.	Write and send District communication(s) including notices and outages and ensure IT Staff and PSD Staff is kept up-to-date on important IT related information.	D	1%
11.	Attend work and arrive in a timely manner.	D	1%
12.	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. 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%
13.	Monitor quantitative and qualitative achievements including ticket and phone statistics of the team and reports back to IT Supervisor. Partner with supervisors and team 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.	W	5%
14.	Serve as "site" representative at technology support meetings and meet regularly with site assigned technicians and Technical Support Specialists.	W	1%
15.	Perform other duties as assigned.	Ongoing	3%
		TOTAL=	100%

EDUCATION AND 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 desktop and technical support; Apple and Windows mobile device management suite experience preferred (JAMF, Casper, SCCM, Intune, etc.)
- Equivalent combination of education and experience acceptable



LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Valid Colorado Driver's license
- Criminal background check required for hire
- Microsoft MTA: IT Infrastructure Track and MCSA Windows certifications preferred
- Apple Certified Support Professional (ACSP) certification preferred

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced knowledge of Microsoft Windows operating systems (client and server) and Apple operating systems (OSX and iOS)
- Advanced knowledge of directory services and protocols such as Microsoft Active Directory and LDAP
- Advanced knowledge of systems management tools and utilities such as Microsoft Systems Center Configuration Manager (SCCM), Apple Configurator, and JAMF
- Advanced knowledge of both automated and manual software installation issues in an integrated platform environment
- Strong knowledge of and skill in network concepts including TCP/IP, DHCP, DNS
- Strong knowledge of various network implementations, including Ethernet, wireless and TCP/IP
- Strong oral and written communication skills
- English language skills
- Interpersonal relations skills
- Advanced customer service skills
- Advanced math skills
- Advanced organizational, time management and attention to detail skills
- Ability to lead a project team and communicate project status effectively; Project Management experience preferred
- Strong ability to write clear and accurate documentation at both the end-user and the technical levels
- Strong ability to install, configure, and troubleshoot hardware, software, and peripherals of all types and to provide server restorations from backups
- Ability to provide excellent customer service on the phone and face-to-face
- 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 AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced operating knowledge of and experience with technology devices, peripherals, and media equipment
- Advanced operating knowledge of and experience with office software
- Operating knowledge of and experience with typical office equipment, such as telephones, copiers, e-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

- This position reports directly to the IT Software Development & Support Director in the Information Technology Department.

	POSITION TITLE	# of EMPLOYEES
Direct reports:	District Support Technician I	3
	District Support Technician 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 feed			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
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	
Loud	x
Very Loud	