

## SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

7/09	<b>MICROCOMPUTER SUPPORT TEAM LEAD</b>	2.14.14
Effective Date	Job Title	Index

### **PURPOSE**

To improve student achievement by providing operational coordination and direction to incumbents in the Microcomputer Support series in the support of District workstations, peripherals and software, including dissemination of information and district project coordination within all aspects of the computer workstation environment.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives high-level statements of assignment related to District and users' strategic goals and priorities and from these formulates specific assignment tasks, plans, schedules, interactions and interdependencies.

Requires minimal task-level supervision and successfully handles multiple concurrent responsibilities involving all aspects of support of the computer workstation environment. .

Works within accepted standards and methodologies with minimal supervision while providing regular communication to supervisor.

Provides functional and technical work coordination over Microcomputer Support series personnel.

### **ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:**

Identifying, analyzing and providing options for resolution of conflicting work programs, project proposals and support requirements.

Developing project strategies and plans and reviewing plans and progress with administrator, supervisor and appropriate interested parties.

Providing mentoring to technical staff in all areas of technical workstation support. .

Developing a schedule to provide break/fix and maintenance support five days a week from 7:00 AM to 5:00 PM for computer operations.

Serving as team lead for balancing work distribution and campus assignments.

Coordinating production with department management.

Developing system work schedules to meet the operational needs of schools and departments based on support requests from District users

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Developing workstation hardware and software standards, procedures and documentation.

Maintaining security of the user credentials and workstation integrity using good judgment and following established rules.

Consulting with Network Services staff to provide coordination for network and other resources necessary to maintain system schedules for testing and implementation.

Developing procedures and maintaining a constant check over quality control of service provided by technicians.

Providing information to Management to identify department standards and long range objectives.

Consulting with users and making recommendations on the appropriate system applications that are available to best meet user needs.

Devising methods to facilitate improved production, procedures, and processes.

Providing training for Microcomputer Support staff in all areas of computer operations, software operations, peripherals and troubleshooting procedures.

Providing coordination with Help Desk operations and cross training of staff.

Maintaining software repository; developing standards for testing, upgrading and naming.

Establishing and maintaining effective working relationships with those contacted in the course of work.

Communicating clearly, concisely, and effectively, both orally and in writing, with technical and non-technical individuals.

Maintaining regular and consistent attendance and punctuality.

Performing related duties consistent with job description and assignment.

**MINIMUM QUALIFICATIONS**

**Knowledge of:**

Computer hardware and the use of software in the operation of the District's computer systems.

Districts current computer equipment, network, and software.

Theory, principles, and methodology of technical support and troubleshooting.

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Documentation techniques related to software, hardware, and information systems.

Coordination and scheduling techniques to maximize utilization of both computer systems and human resources.

**Ability to:**

Maintain the work schedule and balance user needs in proper perspective to assure that work is received, scheduled, and returned to the users efficiently effectively.

Develop and maintain work schedules for M-F, 7:00 am to 5:00 pm, for all Field Services staff.

Maintain good statistical records of support requests, down time, as well as problem determination when a computer failure or related network failure develops.

Communicate effectively, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training:**

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the knowledge and abilities would be:

**Experience:**

Four years of responsible experience in a complex computer and network operations environment including development of work schedules and/or experience as a lead worker.

**Training:**

Completion of a community college degree program in computer science, business administration, electronics or a related field or equivalent job experience.

**Work Environment:**

Climate controlled office setting with exposure to minimal noise intensity levels.

Moderate level of contact with district personnel. Some contact with outside agencies/community.

**Physical Requirements:**

Frequent reaching, handling, fingering, talking and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for an extended period. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity; occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices.

Strength: Medium/Heavy – Exert force to 50-75 lbs pounds occasionally, and/or 20 to 35 pounds of force frequently. Must be able to lift and move boxes (up to 60 lbs.)

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Salem-Keizer School District is an equal opportunity employer.

Position: Microcomputer Support Team Lead

I am willing and able to perform the duties of this job:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_