

# **BURBANK UNIFIED SCHOOL DISTRICT**

**CLASS TITLE: LEAD TECHNOLOGY SUPPORT SPECIALIST**

## **BASIC FUNCTION:**

Under the direction of an assigned supervisor, schedule, provide direction, coordinate and assure quality support from Technology Support Specialist Is, IIs, User Support Specialists and other technology personnel as assigned; install, modify and repair computer hardware, software systems and related equipment; provide technical assistance and training to system users.

## **REPRESENTATIVE DUTIES:**

Assist with scheduling requests for technology support services; assure technology support services are delivered in a cost-effective, timely and scheduled basis; manages, oversees and administrates Technology Services work order system for assignments, expectations, workflow, efficiencies and appropriate support with timely responses.

Serve as lead Technology Support Specialist; coordinate and assure quality and cost-effective performance from Technology Support Specialist Is, IIs, User Support Specialists and other technology support staff as assigned.

Maintain, manage and support District MDM solutions for Apple, Microsoft, Chromebooks and others; create, capture and maintain images and packages; remotely install, maintain, update, deploy, distribute software, apps and self-service centers; train and support staff with use of MDM systems and demonstrate processes; assist with licensing, quotes and procurement; work with software vendors for deployment.

Train and provide work direction and guidance to assigned personnel; assign employee duties and inspect completed work for accuracy and completeness; schedule, assign and participate in information technology activities performed by assigned personnel at District sites.

Plan, design, maintain, manage, schedule and follow-up various IT projects, including problem reporting, punch lists, solutions, adherences to District and industry standards, ensuring compliance with federal, state and local rules and regulations and appropriate safety procedures; invoicing, customer feedback and related needs.

Assist with the inspection, documentation and reporting of contractor and consultant work product.

Respond to needs and questions of users concerning access and use of computer related equipment, network access and other technology related needs; developing Technology instructional guides, training materials, best practices and workflow procedures; provide users with technical and diagnostic support; provide onsite or remote support.

Diagnose and test system hardware, cabling, software and operator problems; recommend or perform remedial actions to correct problems; follow proper backup procedures.

Load various types of software packages onto computers or other equipment; install and repair hardware and peripheral components; upgrade hardware and software components as required.

Enter commands and observe system functions to verify correct system operation; instruct users in proper use of equipment, software, network, manuals, etc.

Keep abreast of new software, hardware and networking product developments and computer networking utilization strategies.

Sustain department-enhanced communications with appropriate staff; including individuals, schools or departments as needed with daily follow-up emails with work performed/completed affecting those involved; additional communications as needed; answer inquiries in person, telephone, fax, e-mail or other electronic communication methods.

Inspect, prepare and plan new equipment deployment for delivery and/or installation.

Prepare and maintain a variety of records, files, asset tagging, license management, documentation and reports; maintain confidentiality of information related to students and personnel.

Performs other duties as assigned related to job description.

#### KNOWLEDGE AND ABILITIES:

Knowledge of:

- Technical aspects of field of specialty (Apple, Windows, Chrome equipment, virtual desktops, etc.)
- Mobile Device Management (MDM) systems, including but not limited to Microsoft Systems Center, Jamf Pro and Google Chrome Device Management
- Methods, equipment and materials used in installation and repair of hardware and software systems, networks and the peripheral components
- Modern office practices, procedures and equipment
- Safety measures and precautions
- Methods, equipment and materials used in the maintenance and repair of technology equipment
- Proper methods of storing equipment, materials and supplies
- Basic purchasing procedures, terminology and inventory control and warehousing methods and procedures
- Telephone technique and etiquette
- Oral and written communication skills
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Financial and statistical record-keeping techniques
- Organizational skills and public relations techniques
- Knowledge of federal, state and local rules and regulations.

Ability to:

- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position
- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- Gather, assemble, organize and prepare data from various sources
- Communicate effectively both orally and in writing

- Work independently, effectively and efficiently; proper use of time management
- Analyze situations accurately and adopt an effective course of action
- Work cooperatively and effectively with others
- Lift objects weighing up to 50 pounds using safe and proper methods and/or equipment. Move objects weighing over 50 pounds using safe and proper methods and/or equipment; Ask for assistance when needed.
- Operate equipment used in the repair and service of computer equipment
- Read and use mechanical diagrams
- Meet schedules and timelines
- Plan and organize work
- Train and provide work direction to others
- Work confidentially with discretion
- Add, subtract, multiply, divide and perform algebra and geometry calculations quickly and accurately
- Understand and follow oral and written directions
- Complete work with many interruptions
- Maintain records and prepare reports

#### EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from a two-year college, university or technical institution and three years of increasingly responsible experience is required. Experience in a public school setting with instructional and educational background is desirable.

#### LICENSE AND OTHER REQUIREMENTS:

Microsoft Certified Solutions Associate (MCSA) certification or equivalent with District approval is required within first twelve months of employment and must be maintained.

Possession of a valid driver license is required.

#### WORKING CONDITIONS:

School, classroom, shop, office and outdoor environment; subject to lifting, climbing, noise, exposure to fumes and chemicals, electrical currents and electromagnetic fields (EMF); regular travel throughout the district.