

## JOB DESCRIPTION

TITLE LEAD SYSTEM SUPPORT TECHNICIAN

### QUALIFICATIONS

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.

Education/ Experience	High school diploma or General Education Development (GED) certificate. Extensive knowledge and hands-on experience with current Microsoft Windows operating systems, including both server and desktop platforms. Thorough knowledge of PC hardware diagnosis, troubleshooting, and repair practices with extensive hands-on experience. Thorough understanding of networking concepts including but not limited to Ethernet, TCP/IP, Microsoft Windows, Novell network clients, Active Directory, eDirectory.
Language Skills	Ability to read, analyze, and interpret general periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
Certificate/License	Comptia A+, Comptia Network+, Microsoft MCSE, CISC) CCNA, or Novell CAN preferred.
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands	The physical demands described here 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. While performing the duties of this job, the employee is regularly required to sit. The employee is required to talk and hear. The employee is required to stand and walk; use hands to finger, handle or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee occasionally lifts and/or moves up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. Close work inside of computer, constant viewing of computer monitors. The employee shall be free of any alcohol or non prescribed controlled substance while on duty. In addition, the employee shall be free of any substance, prescribed or otherwise, that impairs the employee's work performance or the safety of others while on duty.

#### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

#### REPORTS TO

Supervisor of Network Technology

#### GENERAL RESPONSIBILITIES

1. Coordinates the efforts of System Support Technicians (SST) in a professional and timely manner.
2. Acts as a focal point for communication among SST's, the schools and the other members of Technology.
3. Diagnoses, troubleshoots, and repairs personal computers and all technology related equipment.
4. Installs, maintains, and supports all operating systems, applications, and network software.
5. Diagnoses, troubleshoots, and maintains network systems and equipment.

#### SPECIFIC RESPONSIBILITIES

1. Provides support to a workstation and networking team of System Support Technicians (SST).
2. Coordinates the work schedules of SST's with the school Building Technology Coordinators.
3. Installs, diagnoses, troubleshoots, and repairs all computer system hardware and software including Microsoft Windows, network and stand-alone application software.
4. Utilizes network utilities (IPConfig, Ping, Traceroute, etc.) to troubleshoot basic network connectivity issues.

5. Prioritizes critical tasks identified by Network Technology such as network systems and hardware issues affecting multiple users, responding immediately to resolve issues quickly and efficiently.
6. Install and maintain personal computer hardware and all related technology.
7. Diagnoses, troubleshoots, and repairs network and standalone printer problems.
8. Diagnoses, troubleshoots, and repairs all computer related technology equipment.
9. Maintains virus protection software on all workstation and client systems.
10. Accesses, inputs and retrieves information and data from a computer.
11. Performs regular maintenance of all personal computers and related systems including regular reimaging of personal computers, software updates, systems optimization.
12. Routinely works with end users to understand and resolve hardware, software, and network related issues.
13. Regularly works with teams to install, maintain, and repair network technology equipment throughout the District.
14. Regularly works with teams and individually deploys, maintains, and repairs personal computers and related technology.
15. Assists the Coordinator of Network Technology in the evaluation of assigned SSTs.
16. Creates and maintains accurate documentation of network infrastructure, inventory, and other network services documentation as requested by other members of the Technology team.
17. Performs other duties as assigned.