

KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED APRIL 2019
RANGE: 46.0
CLASSIFIED
CODE: 2

LEAD USER SUPPORT TECHNICIAN

DEFINITION

Under general direction, the Lead User Support Technician will be the contact for user support related issues in the absence of management and will perform routine and diagnostic maintenance, installation, and repairs of computer hardware, software, and network systems.

This position will support User Support Management in completing various projects assigned to User Support; provide input on User Support related projects or programs; assist in identifying associated costs for these projects; conduct problem solving and training for end users and ensure system efficiency and integrity; provide research and support for new technologies that could be used in our environment.

EXAMPLES OF DUTIES

Oversee the assigned tickets and work of user support technicians and escalate issues to management as they arise;

provide technical support to users concerning hardware, software and networking problems; escalates system problems to management staff as necessary;

coordinates work by scheduling assignments and directing the work of User Support Technicians in a lead capacity;

assists with technology planning and implementation including researching hardware and software applications, design, standard development, and documentation;

recommend, implement and document process/procedure improvements that will increase efficiency or improve consistency of services;

assist technicians in project oriented work; ensure proper procedures and policies are applied to jobs performed; reports issues as they arise;

serve as a mentor to technicians in technical repair, customer service and business operations;

ensure quality control standards are being met or exceeded, including hardware installations and/or event setups;

serve as a backup User Support Technician whenever necessary and assist staff with all aspects of service desk responsibilities as needed and appropriate;

assist with managing and assigning support tickets to technicians to ensure that staff is being utilized in the most efficient and organized manner to achieve a high level in both quantity and quality of work;

monitor support desk software to triage and prioritize support requests;

operate support desk software to assist with reports and knowledgebase articles;

assist with ensuring proper staffing of support desk coverage including but not limited to troubleshooting, setups and tear downs of events/meetings to ensure proper completion.

QUALIFICATIONS

Knowledge of:

Thorough knowledge of operation systems and software applications for Windows and/or Macintosh;
PC hardware, software and local-area networks.

Ability to:

Communicate clearly, in good tone and voice quality, both written and in speech; in a way the customer can understand;

understand and carry out oral and written directions;

be detail oriented;

work well with a diverse group of clients (districts, KCSOS employees, students);

establish and maintain cooperative working relationships;

drive to school sites throughout Kern County safely and efficiently;

perform appropriately in situations requiring tact and diplomacy;

maintain accurate records of time and materials required to perform repairs and service;

maintain accurate inventory of hardware, software and other equipment and materials as required;

maintain a clean and organized work area and ensure adherence;

respond to after-hours emergencies as needed;

adjust to change in scheduled assignment and work hours with relative ease.

Experience:

A minimum of two (2) year experience working in a user support position as it relates to technology.

Education:

Education equivalent to the completion of the twelfth grade.

Two (2) years of college with courses in Information Systems, Computer Science or Management desirable.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: rn
3/29/19
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