



Job Description

Job Title: **Help Desk Team Lead**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Prepared/Revised Date: **July 2015**

Job Code: **101123**
 FLSA Status: **Non-Exempt**
 Pay Range: **L02**
 Typical Work Year: **12 months**

SUMMARY: Responsible for achieving high quality help desk operations, resulting in high customer satisfaction levels, based on high levels of trouble ticket resolution in relatively short timeframes, as well as reducing the impact of problem root causes in the long run. Manages all of the processes comprising day-to-day operations of the help desk and provides guidance to IT management in order to facilitate appropriate management action relative to higher order issues such as ticket escalation, helpdesk employee supervision, customer relationship management, and systems outage management. Proactively prepares for, and manages peak volumes while coordinating temporary/emergency assistance from department personnel in other workgroups. Works with IT management to improve customer service standards on the helpdesk through evolution of procedures, training and benchmarking/research.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Leads the team on day-to-day help desk job duties and responsibilities. Manages all processes related to helpdesk operations, and monitors the work of all staff on helpdesk. Provides ongoing training in technology, procedures and service quality standards to Help Desk Technicians and other staff temporarily assigned to helpdesk operations during peak call volume timeframes.	D	15%
2. Acts as System Administrator for the Help Desk call tracking system and database. Develop, design, implement and maintain data structures and data quality based on vendor training and deep system knowledge. Performs system backups and updates, as necessary.	D	15%
3. Document, track, and monitor problems arising across all IT systems and services in the district. Prepare weekly/monthly ticket trending, call status, and root cause analysis reports. Analyzes data for root cause analysis and collaborates with upper management on developing solutions related to categories showing year to date, and year to year high percentages of overall trouble ticket volume. Provides senior-level guidance on technologies, procedures and service quality standards to all other staff on helpdesk team	D	10%
4. Monitors call volume and call data to pick up on potential system outages or severe system downtime on key IT infrastructure assets, and ensures that appropriate subject matter experts are being pulled into the troubleshooting with appropriate escalation from upper management, while customers are kept up to date through a variety of means. Coordinates the creation and delivery of appropriate messaging regarding system outages in a timely manner, with collaboration from IT management.	D	20%
5. Lead communication with customers regarding call status of open and closed calls. Lead the follow-up with customer to assess customer satisfaction level on open and closed calls. Track and coordinate the aging of open calls in the system with a variety of team leads across workgroups, under guidance from IT management	D	10%
6. Prioritize and evaluate call tickets in the system. Determine if call needs to be escalated to Level III support tier. Provide Level II application software support for all tickets related to technology. Enter tickets into the Help Desk call tracking system.	D	10%
7. Collaborate with Application Analysts, System Administrators and Programmers to test the functionality of software releases, hardware upgrades and new products, and to gain advance knowledge of upcoming releases.	W/M	5%

8. Order parts, equipment software and supplies through warranty or purchase order agreements as needed or directed by IT Management, and in coordination with various workgroup/team leads.	D	5%
9. Process transfers and expenditures of invoices in the district financial or purchasing card system. Review purchase card transactions from a variety of sources; reconcile and prepare proper documents and reports such data to department management and financial services function.	D/M	5%
10. Enter employee time and attendance data into HR system, and submits related reports to IT management. Maintains confidentiality of all data in this regard.	M	2%
11. Keep abreast of district hardware and software technology changes by attending IT leadership meetings and project update meetings, taking classes, reading manuals and related publications, and communicating with other department team members.	W	2%
12. Perform other job related duties as assigned	Ongoing	1%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor’s degree in computer science, business administration or related field. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Minimum of 3 years’ experience in help desk lead position, preferably in a school district.
- Must successfully complete current district training for supervision of Classified Staff within 1 year of entering position.
- Supervisory experience preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- HEAT Administration I & II preferred; required within 3 months after entering position.
- Crystal Reports Certification preferred; required within 3 months after entering position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- Advanced knowledge of HEAT software and Crystal Reports.
- Intermediate knowledge of Active Directory, district student information systems, educational software systems, library management systems, financial systems, and E-mail application.
- Ability to manage multiple tasks with frequent interruptions occasionally in urgent situations.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- 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:

- Intermediate operating knowledge of and experience with personal computers, peripherals and operating systems.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Administrative Data Services Executive Director	090529

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.

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 feel				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)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	