Technical Support Specialist I Lead

Reports To: Director of Technology
Salary Schedule: D
FLSA Status: Hourly

Bargaining Unit: Wen. Assoc. of PSE
EEO Classification: 3
Published Date: April 2017

Summary:
Under the direction of the Director of Technology, the Technical Support Specialist Lead is the first escalation point for Technical Support Specialist and is the first responder for support tin the building with technical assistance issues and computer classroom and lab operations. The TSS I Lead will perform quality checks on work orders and assets to ensure support, communication, and that data meets standards.

Essential Duties and Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Recommend process improvements of technical operations to the Technical Support Systems Coordinator.
- Setup and configure new or relocated computer hardware, printers and associated peripherals into areas of assigned responsibility.
- Install/reinstall and configure software according to WSD software standards.
- Operational checks for existing computers, printers and associated peripherals in accordance with WSD hardware standards.
- Assist with deployment of student computer imaging, student and group accounts, and student assessment testing.
- Responsible for following Operational Technology Policies and Procedures.
- Assist the Technical Support Systems Coordinator with server administration including updates, virtual server management, powershell scripting and physical maintenance.
- Install and support site level computers with district standard software and operating systems while providing first responder troubleshooting in support of the mission of the WSD.
- Maintain database of assigned computer systems, printers and peripherals, serial numbers, assigned TCP/IP numbers, and location for inventory in assigned building.
- Work collaborative as a team with the building TRT, building technology committee, and other computer specialists/technicians.

- Assist the Technical Support Systems Coordinator with Windows 2012 R2 server administration including updates, Active Directory, Group Policy, Hyper-V server management, powershell scripting, and physical maintenance.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Education and Experience:

- Minimum AA degree in computer related discipline or two years of documented experience.
- Certifications in CompTIA A+ and CompTIA Server+, preferred.
- Ability to read and understand manuals for software and hardware applicable to district policies and procedures.
- Ability to manage multiple projects in a fast-paced environment, and keep current with emerging technologies.
- Ability to work with limited supervision and prioritize workflow as needed while maintaining communications with other support personnel and supervisors.

- Must have a current Washington State Driver's license.
- Attendance and punctuality are important functions of the position.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The environmental factors described here are representative of those that may be present in the work place while the employee performs 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 stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.