

TITLE: **TECHNOLOGY SUPPORT CREW LEADER**

REPORTS TO: Chief Technology Officer or designee

JOB GOAL Coordinate and oversee the workflow of designated technology support staff. Plan, assign, and coordinate the maintenance and repair of projects and incoming service requests. Communicate with administrators, site staff, department staff and contractors as needed on technology work. Oversees the technology work order system for compliance with District-defined service level agreements. Serves as a liaison with other technology divisions.

QUALIFICATIONS

Knowledge of:

1. Knowledge of client hardware and operating systems used in Information Systems.
2. Basic electronic and electrical theory as it relates to Information Systems.
3. Local Area Network (LAN) and Wide Area Network (WAN) software and hardware.
4. Basic understanding of programming theories.
5. Data processing systems and procedures.
6. Data communications and network protocols.
7. Server operating systems and hardware.
8. Advanced server operating systems and hardware configuration.
9. Ethernet topologies and technologies along with industry standards for installation and implementation.
10. Proper English usage, reading, writing, punctuation and math at a level necessary to perform assigned tasks.
11. Modern office practices and procedures.
12. Safety rules and regulations for this position.
13. Methods, materials, equipment and tools used in the maintenance of user workstations, mobile devices, technology systems and software used by the district.
14. Internet resources as related to your field or job function.

Ability to:

1. Follow safety rules and regulations for this position.
2. Establish and maintain effective work relationships with those contacted in the performance of required duties.
3. Learn and follow the operations, procedures, policies and requirements of an assigned program of operational unit.
4. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
5. Exercise independent judgment and problem-solving skills related to specific areas of responsibility.
6. Present and maintain a pleasant appearance and demeanor.
7. Work successfully with diverse groups of people.
8. Be a productive and active team member.

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Ability to (continued)

9. Communicate effectively and tactfully in both oral and written form using the English language.
10. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
11. Work independently and maintain high standards of workmanship.
12. Read and interpret technical manuals.
13. Install, repair and service District-supported end-user systems and technologies.
14. Prepare and maintain work records and schedules; complete necessary reports.
15. Determine work priorities and schedule work effectively and efficiently.
16. Manage technology support workflow and serve as a technology support liaison for District personnel.
17. Provide project and support leadership for technology support personnel.
18. Estimate the scope and costs of work assignments and to secure the necessary tools and materials to complete each assignment

Training and Experience:

1. Equivalent to completion of the twelfth (12th) grade.
2. Minimum 4 year degree in Informations Systems or equivalent field OR minimum 5 years of experience in a large enterprise IT environment demonstrating advances toward increasingly complex responsibilities and/or duties.
3. Minimum 2 years of experience in a large enterprise IT environment.
4. Passing scores for all required District tests.
5. Good work history and attendance.

ESSENTIAL FUNCTIONS

1. Monitors, logs and maintains the helpdesk work order system and distributes work order tickets, as appropriate, to technology staff and/or department points of contacts for application or hardware support.
2. Manages end user accounts and end user devices using a variety of management tools.
3. Processes and responds to helpdesk communications from internal/external users via drop-in visitations, phone calls, emails, letters, and work request submittals to resolve technology problems and anticipate potential tech support issues.
4. Monitors whereabouts and daily work schedules of all technicians and make adjustments as needed to streamline triage efficiency and daily helpdesk operation.
5. Serves as the final step in the helpdesk triage process to decide if the problem can be corrected remotely or if it requires onsite assistance.
6. Assists in the development of end user support learning media, which may include manuals, videos, checklists and other tools.
7. Reviews and keeps end user device asset database current, as it relates to helpdesk support and IT equipment.
8. Coordinates the installation of hardware, software and periphery devices with computer technicians and other necessary site personnel to ensure rapid and effective deployment.
9. Provides backup for other department support positions as needed.

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ESSENTIAL FUNCTIONS (continued)

10. Assists in the maintenance, installation, and support of District servers and software as directed.
11. Makes estimates of materials costs; orders parts and supplies as needed.
12. Follows District policies and procedures.
13. Participates in District in-service training as required.
14. Knows and understands the Mission and Core Values of the District.
15. Performs other related duties as assigned.

OTHER FUNCTIONS

1. Picks up and delivers or arranges/coordinates for pick up/delivery of equipment at District facilities.
2. Maintains inventory of installed hardware and software.
3. Maintains records of pending and completed work/service requests, prepares written and oral reports, as required.
4. Recommends standards for use and repair of computer hardware/software.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

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SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by District's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Twelve-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The Chief Technology Officer or designee will complete the evaluation.

Murrieta Valley Unified School District is a drug-free & tobacco-free workplace and equal opportunity employer.

The District does not discriminate against employees or job applicants on the basis of gender, race, color, religious creed, national origin, ancestry, age of 40, marital status, physical or mental disability, or Vietnam Era veteran status. Equal opportunity shall be provided to all employees and applicants in every aspect of personnel policy and practice. The District does not discriminate against person with disabilities who, with reasonable accommodation, can perform the essential functions of the job in question.

Approved by:	Board of Education	Date: May 22, 2014
Amended by:	Board of Education	Date: May 12, 2022