Jordan School District
CLASSIFIED JOB DESCRIPTION

Job Title: **Support Services Lead (V45)**   Job Family: 03

Department: Information Systems   Lane Placement: **15**

Supervisors Title: Director of Information Systems   Contract: 242 Days
                    Support Services Manager

FLSA Classification: Non-Exempt   Hours per Day: 8

Original date:__03/09__   Revised:__08/16__   Revised:__06/21__   Revised:_____

GENERAL FUNCTION

Under the supervision of the support services manager, the **Support Services Lead** is responsible for the customer support and service desk activities of the District. Schedules, trains and provides evaluation input for support services staff. Prioritizes and manages staff projects, assignments and workloads to meet critical deadlines. Manages customer problem resolution associated with District computer programs, applications, software, hardware and computer peripheral equipment.

> The incumbent is responsible to follow all policies and guidelines as detailed by District policy.

ESSENTIAL FUNCTIONS

- Responsible for the customer support and service desk activities of the District. Schedule, train and provide evaluation input for District support services and customer support staff.
- Administer personnel policies for assigned staff and assist the human resource department in the hiring and performance improvement of personnel.
- Prioritize and manage staff projects, assignments and workloads to meet critical deadlines.
- Manage customer problem resolution associated with District computer programs, applications, software, hardware and computer peripheral equipment.
- Serve as a liaison between department service desk personnel, customers and vendors to identify, address and resolve critical customer problems.
- Establish and administer procedures designed to provide exceptional customer service. Ensure all staff respond to customers in a knowledgeable, timely and professional manner.
- Analyze customer training needs, develop training curriculum and provide quality individual and group training.
- Outline recommended procedures and provide instruction, direction and follow-up to customers.
- Coordinate and facilitate user group meetings.
- Research, analyze and evaluate application development and technology needs. Create a cost-benefit analysis for new applications and make recommendations to existing applications.
- Assist with facilitating the implementation all new applications, software and enterprise systems. Participate in setup, configuration, implementation and testing of new systems.
- Analyze, test and maintain enterprise applications. Provide input to short and long-term technology planning efforts.
- Provide input in building budget projections and monitor budget expenditures. Manage inventory of equipment and supplies.
- Coordinate the collection, analysis and reporting of data from various sources and develop strategies for the effective flow of date to/from all stakeholders.
- Serve as liaison between programming staff, service desk and customers.
- Coordinate the installation of desktops and software according to department standards and procedures.
- Maintain current technical expertise by review of appropriate literature and participation in appropriate organizations.
- This position requires punctual and regular daily attendance.

NON-ESSENTIAL FUNCTIONS

- Other duties as assigned.

> - This description should not be construed to contain every function/responsibility that may be required to be performed by an incumbent assigned to this position.
> - Incumbent is required to perform other related functions as assigned. Other related functions can be performed for no more than 20% of an employee's normal workweek (i.e. eight (8) hours per week, or thirty-two (32) hours per month).

QUALIFICATION REQUIREMENTS
- Incumbent must be fingerprinted and clear a criminal background check.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, knowledge and experience requirements; the machine, tools and equipment used; and any licenses or certifications required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Minimum Job Qualifications:
- Requires High School diploma, GED or equivalent as reviewed by the Department of Human Resources. Verification may be required.
- Requires a Bachelor's degree in computer science, software engineering, information management or related field plus two years of work related experience with increasing levels of responsibility and demonstrated competence, or an equivalent combination of education and experience.
- Requires knowledge of K-12 administrative computer systems and office software and hardware.
- Requires technical knowledge at the expert level to assist customers and evaluate their needs.
- Requires management and leadership skills to plan and control projects. Prior supervisor experience highly preferred.
- Requires effective interpersonal skills to interact with individuals and groups at all organizational levels.
- Ability to troubleshoot and operate computer systems and peripheral equipment.
- Ability to train other staff in the use of system software.
- Ability to effectively communicate verbally and in writing.
- Requires ability to provide leadership that supports teamwork and customer service.
- Requires a valid driver's license that allows incumbent to legally operate a motor vehicle in Utah.
- Must be self-motivated and proactive in completing tasks with minimal direction.

NOTE: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of prior work experience and availability of formal training programs, some exchanges can be made between training and experience.

Machines, Tools & Equipment Used:
- Office equipment and computer hardware, software and peripherals.

Physical Requirements – Not limited to the following:
- Constant sitting (up to 8 hours) and near vision.
- Frequent pinching of wires and find motor dexterity.
- Occasional overhead work, climbing ladders up to 20 feet, awkward carrying up to 35 pounds and awkward lifting up to 35 pounds.

- Occasional (0-33%)   Frequent (34-66%)   Constant (66-100%)
- Physical ability to perform the essential functions listed above with or without reasonable accommodation.
- Possess the physical, mental and emotional stability to work under stressful condition, including but not limited to: deadlines, contract requirements, inspection requirements and interaction with critical personnel.

NOTE: *This list of essential and marginal functions and of physical requirements is not exhaustive and may be supplemented in accordance with the requirements of the job.*