

JOB DESCRIPTION

POSITION TITLE: Team Lead, Customer Care Center, Enterprise Services	JOB CODE: 446D
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Enterprise Services	WORKDAYS: 238
REPORTS TO: Director, Enterprise Services	PAY GRADE: Rank D (NT04)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Defines service levels, service agreements and manages the help desk operation. Establishes processes to identify, track, escalate, resolve and report customer problems. Helps define standards and measures for quality and customer satisfaction requirements. Analyzes the technical performance and reliability of products, systems and services against identified industry standards to ensure customer satisfaction. Responsible for developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults.	

REQUIREMENTS:

1.	Educational Level: Bachelor’s Degree in computer science, Information Systems, or other related field; or equivalent work experience
2.	Certification/License Required: Microsoft Certified Solutions Associate (MCSA – Server), Microsoft Certified IT Professional (MCITP - Enterprise Administrator) or other relevant certification
3.	Experience: Minimum of 5 years of IT work experience including managing team(s) responsible for desktop support, technical projects, customer service and/or network support in multi-platform environments. Experience with Remedy Help Desk application
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Responsible for the coordination and scheduling of Customer Care Center (CCC) personnel to ensure effective coverage and support.
3.	Responsible for the interviewing and hiring of perspective candidates and new employees for the CCC organization.
4.	Provides input to performance objectives and performance reviews of subordinate personnel in the CCC organization.
5.	Receives, logs, monitors, and processes service requests in remedy help desk application software.
6.	Ensures technical safeguards are maintained to provide controlled user access, integrity of electronic mail applications, and user data.
7.	Writes standard operating procedures (SOPs) and maintains content of current documentation for CCC.
8.	Participates in development and periodic testing of security processes as they relate to the CCC.
9.	Responsible for the generation of reports and associated data in compliance with established policy and procedures.
10.	Responsible for weekly status reporting to management.
11.	Researches, evaluates, and makes recommendations concerning new third-party products or industry trends which are related to CCC operations and the impact of using such products.

12.	Provides constructive feedback and commitment to continuous improvement.
13.	Provides support and consultative services to the end-user community in response to service requests from the CCC.
14.	Responsible for creating, maintaining, and executing team training plans.
15.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____