

JOB DESCRIPTION

POSITION TITLE: Team Lead, Field Services	JOB CODE: 446D
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Field Services	WORKDAYS: 238
REPORTS TO: Director, Field Services	PAY GRADE: Rank D (NT04)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Responsible for providing direction and support to Field Technicians in providing IT users with Tier 2 problem resolution, setup, integration, testing, and installation of technology devices and software. Determine user needs and incorporate them into the design and overall plan for desktop support. Work with supported organizations to establish performance metrics to ensure needs are being properly met. Organize, schedule, and coordinate the activities associated with installation and support of hardware, deployment and upgrade of software, and assist network facilities as it relates to the end user environment. Monitor and evaluate techniques for support of end user productivity.	

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 certification or equivalent
3.	Experience: Minimum of 5 years of IT work experience, preferably to include support at all K-12 levels, (ES,MS,HS), managing team(s) responsible for desktop support, technical projects, customer service and/or network support in multi-platform environments. Experience with field support software like ticketing systems, inventory control and other support applications.
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.	Coordinates and schedules subordinate field personnel to ensure effective coverage and support.
3.	Interviews and hires prospective candidates and new employees for the field service organization.
4.	Provides input to performance objectives and performance reviews of subordinate personnel in the field service organization.
5.	Generates reports and associated data in compliance with established policy and procedures.
6.	Reports weekly status to field services director.
7.	Maintains positive working relationships with local school and departmental staff.
8.	Receives, logs, monitors, and processes trouble tickets in help desk ticketing software.
9.	Troubleshoots advanced issues with operating system, network connectivity, standard applications, and proprietary applications.
10.	Ensures technical safeguards are maintained to provide controlled user access, integrity of electronic mail, applications, and user data.
11.	Provides communication on current and ongoing field support information to subordinate field personnel.
12.	Participates in the development and testing of plans for project-based activities.
13.	Participates in development and periodic testing of security processes as they relate to the field service organization.

14.	Researches, evaluates, and makes recommendations concerning new third-party products or industry trends, which are related to field service operations and the impact of using such products; provides constructive feedback and commitment to continuous improvement.
15.	Provides support and consultative services to the end-user community in response to service requests, projects, and support.
16.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____