

**Alameda County Office of Education
Job Description**

JOB TITLE: Support Center Team Lead (Range 20 CSEA)

JOB SUMMARY: Provides online technical support and analysis for ACOE staff and client district personnel. Performs the lead role in implementing the Support Center strategy and acts as a liaison between the client and the technical support staff. Provides assistance in the central administration and management of the Technology Services Department. Performs technical or specialized assistance as a primary backup resource for several Technology Services units.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitors and oversees the daily activities of the Service Desk, including timely and efficient service request resolution and administration, work order progress tracking, district and internal client interaction, and related service management procedures.

Identifies, evaluates, and resolves client problems and issues, including those escalated from Help Desk Specialists.

Provides technical leadership, assistance, and on-the-job training to department technicians through the monitoring of service requests.

Coordinates the tracking of Technology Services infrastructure through the implementation, maintenance, and integrity audit of the Configuration Management Database (CMDB) to ensure that all technology-related assets of the organization are accounted for and available for configuration when necessary.

Supports and maintains network user accounts, including rights and security information, print queues, user files, and directory structures.

Performs basic administration of database applications including account/data maintenance and system configuration, as assigned by Technology Services leadership.

Manages the annual E-rate application process, including working directly with officials and auditors, responding to additional requests for information, aggregating data from vendors, and reporting results to Technology Services management.

Manages all activities related to the Technology Services knowledge management system, including development, review, and maintenance of all knowledgebase articles.

Trains district and ACOE clients in software application procedures across a wide variety of applications, including operating systems, database applications, and productivity software, in groups and individually.

Designs and produces user interfaces, page navigation structures, and graphics as the primary backup resource for web development.

Coordinates all activities related to the organization's definitive software library, including licenses, master media, and documentation for all software used throughout the organization.

Assists in researching, analyzing, developing, and deploying new web-based technologies.

Designs and develops database reports and aggregates data for performance reporting to management and clients.

Coordinates the development and maintenance of policies and procedures required for department operations and administration.

Performs other related duties as assigned.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

ABILITY TO:

- Evaluate and assess effectiveness of service offerings.
- Train and provide feedback to others.
- Analyze and evaluate network and personal computer operations.
- Communicate with users to effectively resolve problems with applications.
- Organize and implement the E-rate application filing and maintenance processes.
- Prioritize and schedule work to meet schedules and timelines.
- Use common web development software.
- Interpret and explain policies and procedures.
- Perform research, compile data, and prepare recommendations.
- Independently compose correspondence, reports, and articles describing complex procedures or issues.
- Prepare and deliver effective oral presentations.
- Represent the department at meetings.
- Coordinate the preparation of reports.
- Establish and maintain effective relationships with others.
- Operate a computer and related software.

KNOWLEDGE OF:

- Department and division practices, procedures, goals, and objectives.
- Troubleshooting processes and technical problem analysis.
- Advanced operation of personal computers and related software.
- Design, development and monitoring of web sites.
- Internet and application technologies.
- Principles and practices of service delivery and support.
- Statistical, research, and survey methods.
- Principles and elements of writing/editing knowledgebase articles for non-technical staff.
- Effective interpersonal skills.
- Effective oral and written communication in English.
- Modern office practices and procedures.
- Financial and statistical recordkeeping.
- Directory services.
- ITIL (Information Technology Infrastructure Library) framework for IT service management.

EDUCATION and/or EXPERIENCE

Associate's degree (A.A.) or equivalent in Computer Information Systems or related field; five years of progressively responsible related experience and/or training, two years of which include help desk support; or equivalent combination of education and experience.

Desirable: Work experience in a school district or county office of education.

CERTIFICATES, LICENSES, REGISTRATIONS

Desirable: ITIL Foundation certificate (V2 or higher); have or be working toward the Help Desk Institute (HDI) Support Center Team Lead certification

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of users.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to interpret and understand financial mathematics related to assigned unit.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in written or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform 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 frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing 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 regularly works in inside environmental conditions. The employee frequently works with a video display terminal for prolonged periods. The employee may be required to attend evening meetings, travel, and work evenings or weekends. The noise level in the work environment is usually quiet.

Approved by: Personnel Commission
Approved Date: March 20, 2008