

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Desktop Support Team Lead Department: Technology

**Grade J
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: November 2019

Reports To: Desktop Support Manager

Purpose of Job

The purpose of the Desktop Support Team Lead is to perform problem solving and decision making activities; to provide leadership, training, and support to the technical support team; and to demonstrate a general sense of teamwork within the technical support team. In addition, the Desktop Support Team Lead is to perform all essential duties and responsibilities as described below.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Provides supervision and leadership to the technical support team, including Desktop Support Technicians.

Facilitates effective communication and a general sense of teamwork with the technical support team.

Responsible for development and implementation of professional development training for the technical support team, as designated by the Desktop Support Manager.

Provides supervision of the technical support team to facilitate quality customer service and technical support of software and hardware, to include district-issued computers, peripherals, tablets, and other electronic devices.

Ensures computers interconnect seamlessly with diverse systems including associated file, email, and application servers and administrative systems.

Assesses functional needs to assist in determining specifications for future purposes.

Assists customers with the installation, configuration, and ongoing usability (including testing and troubleshooting) of computers, peripheral equipment, software, tablets, smartphones, and other electronic devices within established standards and guidelines.

Tests/ troubleshoots hardware/software for errors.

Recommends and/or repairs, replaces, and/or updates hardware/software at customer sites to ensure longevity.

Works with technology staff and technical support contacts to determine and resolve problems with computing equipment, software, and issues received from customers.

Installs hardware and software on technology equipment, desktop, laptop, and computer systems.

Maintains a working knowledge of various computer equipment and software programs.

Performs technical forensic investigations of computers, tablets, smartphones, and other electronic devices, as designated by the Desktop Support Manager.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's Degree in Computer Science preferred, with three plus years of related work experience, or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this job.
- Experience installing, updating, and troubleshooting hardware and software on various devices while providing great customer service.
- Valid driver's license and the ability to provide reliable transportation to deliver equipment or provide needed services to all CMCSS locations.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the district and practices as they pertain to the performance of duties relating to the position. Has thorough knowledge of practices as necessary for completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc., as they pertain to department operations and activities. Able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Able to assemble information and make written reports and documents in a concise, clear, and effective manner. Has good organization, human relations, and technical skills. Able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the

terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Knowledgeable and proficient with computers. Able to read, understand, and interpret financial reports and related materials.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS
REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines and computer equipment which includes a mainframe computer, personal computer, printer, modem, calculator, telephone, etc. Must be able to use body members to work, move, or carry objects or materials, up to forty-five pounds. Must be able to exert up to forty-five pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for Medium work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the position. Requires the ability to understand and communicate within computer operating systems and requires an understanding of network protocols. Requires the ability to write reports with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the position.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes while using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as interpreting departmental policies and procedures. Must be adaptable to performing under moderate stress when confronted with an emergency related to the position.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date