IT Support Team Leader

Position Description | Qualifications

OVERVIEW

Under the direction of the Vice Principal of Information Technology for Learning (ITL), the ITL Support Team Leader (STL) leads a team of support staff and provides technical support to school district staff. This position provides support team coordination, as well as the technologist tasks including user account administration, installing and configuring computer software, configuring hardware systems, diagnosing, and documenting software and network-related problems on a variety of platforms and operating systems. The STL is responsible for supporting District staff in their use of technology and ensuring that the computers and systems are functional and accessible at all times to staff and students. The position works in an environment of varied applications running on a wide range of computers and operating systems and supports both emergent and longstanding technologies.

The STL is responsible for identifying problem areas, co-planning work assignments, communicating regularly with staff at all levels and managing ticket escalations.

POSITION DESCRIPTION

STL – 1
Frequently utilizes and reviews the ticket system to identify technology support trends, problem areas and priority incidents that require closer attention and care.

STL – 2
Co-plans, coordinates, and communicates work assignments within the support team, as well as with the Endpoint Management Team and the Information Technology for Learning Department Management Team through regular planning sessions.

STL – 3
Identifies and plans for current and future projects, including education/instruction for school-based staff through liaising with school-based administration.

STL – 4
Communicates directly with school staff and administrators regarding technology-related issues at the school and the weekly support plan.

STL – 5
Assists team members in communicating with other ITL staff and school-based staff and ensures that current service requests (open tickets) are updated daily by the small team.

STL – 6
Ensures that technical issues that cannot be resolved directly through the support team are quickly escalated and that ticket escalations are regularly monitored and managed in an effective and efficient manner.

STL – 7
Investigates, diagnoses and resolves technical problems related to end-user devices, user accounts, network connectivity (from both wired and wireless networks), software applications and computer hardware to ensure technology devices are functional and ready to be used by students and staff.

STL - 8
Configures, installs, and administers a variety of software applications and client tools across different platforms and ensures that different computer technologies work in conjunction with each other to create a cohesive system that responds to staff and student demands.

STL - 9
Promotes and maintains district standards of software, hardware and technical procedures for supporting technology in meeting school demands and reports exceptions outside of the district standard.

STL - 10
Supports staff in improving their technical literacy and classroom management capabilities through the transfer of knowledge and skills in one-on-one and small group settings.

STL - 11
Facilitates the collection and replacement of end user devices.

STL - 12
Re-images computers, sets up (connects) and dismantles collections of devices, and troubleshoots printer problems.

STL - 13

Promotes and supports District policies regarding appropriate use of technology in schools.

STL - 14

Transports equipment and travels between assigned schools and responds to differing priorities of technical issues that may be time sensitive.

STL - 15

Attends District support meetings and remains current with District supported technology trends to be able to effectively support staff with new and existing resources.

STL - 16

Provides user account administration to various systems for District staff and ensures that proper permissions and access rights are granted.

STL - 17

Receives and evaluates all new problem tickets in which to verify the accuracy and completeness of the problem or request reported and determine the appropriate ticket priority, category and assign to appropriate IT staff member.

STL – 18

Creates and maintains technical documentation for users and IT support staff, including manuals and user guides and ensures they are accurate, up-to-date and properly stored and distributed.

STL - 19

Supports and trains District staff in the use of third-party software and custom developed applications.

STL - 20

Works very closely with other ITL staff in escalating challenging problems and responding to high priority service level requests.

STL – 21

Lifts and moves materials and equipment up to 18kg (40lbs).

STL - 22

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description.

QUALIFICATIONS
ITL SUPPORT TEAM LEADER

EDUCATION	**TECHNICAL REQUIREMENTS** Two (2) year post-secondary diploma in Computer Sciences from an accredited college or university
EXPERIENCE	**TECHNICAL REQUIREMENTS** Two years full-time experience in an equivalent position within the IT industry Or an equivalent combination of education and experience
KNOWLEDGE	Broad knowledge of end -user devices, software applications, and operating systems and platforms
	Broad knowledge of educational software support requirements for classrooms Broad knowledge of educational computer software systems Thorough knowledge of configuring and operating/supporting a variety of computer hardware and related devices Thorough knowledge of District policies and regulations and legislative requirements that impact area of responsibility **JOB SPECIFIC REQUIREMENTS** Familiarity with a variety of systems and their compatibility to hardware Experience with appropriate software applications including the following: • Microsoft Suite of Tools and Applications • GSuite for Education • Internet Browsers • Graphics Applications • Enterprise Management Tools • Operating Systems

SKILLS AND ABILITIES	**TECHNICAL REQUIREMENTS**
	Ability to support district standard computer systems
	Ability to learn and adapt to rapidly changing technologies and dynamic work environments
	Ability to write concise, well-structured technical manuals and end-user guides
	PROBLEM SOLVING REQUIREMENTS
	Ability to lead, make decisions, and coordinate with other members of a small team
	Ability to evaluate workload and school conditions in a concise manner
	Ability to plan short, medium and long-term projects within a small team
	Ability to work independently and in a small team with minimal supervision
	Ability to organize and prioritize high volumes of work, often under the pressure of multiple demands and interruptions; Problems not resolved quickly and efficiently may impact the teacher's lesson plan and student learning
	Ability to creatively problem solve and deal with requests and convey technical information in user terms
	Ability to give recommendations, guidance and instructions in a positive and constructive manner
	Ability to coordinate workload among a small team, communicate with school-based staff, provide direction where necessary, and adapt to changing work conditions independently as well as with a team
	INTERPERSONAL REQUIREMENTS
	Customer service focus – professional, calm, and supportive
	Effective written, listening and oral communication skills and the ability to request and convey information in an appropriate manner

	Ability to relate well to staff, students, and parents
	Appropriate use of tact and courtesy when explaining and exchanging ideas, data, and information
	Ability to work under terms of confidentiality
WORKING CONDITIONS	**OCCUPATIONAL REQUIREMENTS**
	Valid driver's license and a personal vehicle for travel to various school district locations
	Sufficient mobility, vision and hearing to perform related job duties
	Able to lift up to 18 kg (40 lbs) and operate related equipment
	Able to perform related physical and mental activities
	Able to communicate effectively

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