

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT

JOB DESCRIPTION

TITLE: TECHNOLOGY SUPPORT CREW LEADER

Ability to (continued)

18. Estimate the scope and costs of work assignments and to secure the necessary tools and materials to complete each assignment

Training and Experience

1. Equivalent to completion of the twelfth (12th) grade.
2. Any combination of training and experience equivalent to a minimum of Five (5) years of experience in providing technical support in a large enterprise environment.
3. Minimum 2 year degree in Information Systems or equivalent field.
4. Demonstrated knowledge through an adequate score on the district test. (80% or above).
5. Good work history and attendance.

REPORTS TO: Director of Educational Technology and Information Systems or designee

JOB GOAL Coordinate and oversee the workflow of designated technology support staff. Plan, assign, and coordinate the maintenance and repair of projects and incoming service requests; communicate with administrators, site staff, department staff and contractors as needed on technology work. Oversees the technology work order system for compliance with district defined service level agreements.

ESSENTIAL FUNCTIONS

1. Monitor, log and maintain the helpdesk work order system and distribute work order tickets, as appropriate, to technology staff and/or department points of contacts for application or hardware support.
2. Create, update, and manage end user accounts for staff and students using Active Directory and other administrative tools.
3. Process and respond to helpdesk communications from internal/external users via drop-in visitations, phone calls, emails, letters, and work request submittals to resolve technology problems and anticipate potential tech support issues.
4. Monitor whereabouts and daily work schedules of all technicians and make adjustments as needed to streamline triage efficiency and daily helpdesk operation.
5. Serve as the final step in the helpdesk triage process to decide if the problem can be corrected remotely or if it requires onsite assistance.
6. Assist in the development of end user support learning media, which may include manuals, videos, checklists and other tools.
7. Review and keep end user device asset database current, as it relates to helpdesk support and IT equipment.
8. Coordinate the installation of hardware, software and periphery devices with computer technicians and other necessary site personal to ensure rapid and effective deployment.
9. Provide backup for other department support positions as needed.
10. Assist in the maintenance, installation, and support of district servers and software as directed.
11. Makes estimates of materials costs; orders parts and supplies as needed.
12. Follows district policies and procedures.
13. Participates in district in-service training as required.

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SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Twelve-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The Director of Educational Technology and Information Systems or designee will complete the evaluation.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**

Board of Education Approved: May 22, 2014