

WENTZVILLE R-IV SCHOOL DISTRICT

Position Description

Position Title: Lead Technician
Reports To: Director of Technology Operations

SUMMARY

Provides support for installation maintenance, repair, and training services for District technology resources.

QUALIFICATIONS/REQUIREMENTS

- Technology industry certifications or equivalent work experience.
- Associate's Degree, Bachelor's Degree preferred.
- 5 or more years in the technology field with experience in the following areas: End-User Technical Service, Project Planning, and Technology Installations.
- Preferred Certifications: CompTIA A+, Microsoft, and/or Apple Certified Technician.

ESSENTIAL JOB DUTIES

- Leads the technicians in operational planning, including fostering innovation, planning projects, and organizing the allocation of resources.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including services, PCs, operating systems, hardware, software, and peripherals.
- Works with stakeholders to define system requirements for new technology implementations.
- Maintains asset management for IT hardware, software, and equipment.
- Maintains Help Desk support system.
- Documents processes and procedures for the Technology Department.
- Establishes and maintains regular written and in-person communications with District end-users regarding pertinent IT activities.
- Performs Level 1 Technician responsibilities during technician absence, in times of excessive workloads, or as needed.
- Maintains up-to-date knowledge of hardware and equipment contracts, software licenses and annual maintenance contracts.

OTHER DUTIES AND RESPONSIBILITIES

Performs other duties as assigned by the Director of Technology Operations.

PHYSICAL DEMANDS

Ability to lift up to 30 pounds on a routine basis to move equipment. Ability to climb ladders to install, replace or repair equipment.

ADA COMPLIANCE

The essential functions contained in this job description are in compliance with the Americans with Disabilities Act (ADA) and are not an exhaustive list of the duties performed for this position. The additional duties and responsibilities listed are performed by the individuals currently holding this position and additional duties may be assigned when appropriate.

TERMS OF EMPLOYMENT

Salary and work year to be in accordance with current pay plan and District Policy.

EVALUATION

Performance in this position will be evaluated annually in accordance with provisions of District Policy on evaluation of support staff personnel.