

Job Description

Bismarck Public Schools

Technology Support Services Lead

Purpose Statement

The job of the Technology Support Services Lead is done for the purpose/s of planning and organizing workflow for classroom, staff, and student technology. Training, coaching, and mentoring the student workforce (technology club students, students in technology internship courses, and our paid interns) in implementing the student helpdesk for the feeder system. This includes student work to install, upgrade, maintain, troubleshoot, and repair all computer hardware and software within the Bismarck Public School District. The Technology Support Services Lead coordinates with feeder school administration including the feeder Technology Project Lead, Librarian and Coach to support the technology needs for school-related events. The Technology Support Services Lead holds a portfolio of district level assignments associated with new and existing priorities.

At least 50% of this job is to lead a variety of teams of student interns in the implementation of student 1:1 devices and plan/implement the replacement and repair of all district end-user devices and classroom/building peripherals (wifi access points, projectors, audio enhancement, etc.)

This job reports to Technology Director

Essential Functions

- Collaborates with and implements priorities set with Technology Project Leader team, Library Media Services, and building/feeder leadership teams.
- Leads, trains, and mentors the student workforce (technology club students, students in technology internship courses, and our paid interns) in implementing the helpdesk, learning about technology and technology careers, and organizing to serve the technology needs of the feeder.
- Coordinates, plans, and facilitates core technology implementation by enabling student interns and other staff with the knowledge and skills and monitoring and testing solutions required for successful implementation of 1:1 and classroom technology within the feeder. This includes deploying and installing new and used computer hardware, peripherals, network equipment and application software (e.g. installation/testing/configuring, maintaining inventory systems, Destiny, warehouse receiving, etc.).
- Coordinates the frontline face-to-face, telephone, and electronic support for the purpose of providing assistance with various software applications, computer equipment, and operating systems for the district. Ensures adherence to all policies and procedures and prioritizes support to insuring courteous, timely, and effective resolutions to end-user issues.
- Troubleshoots escalated core technology issues (e.g. account management, computer OU management, operating system updates, print services, etc.) for the purpose of isolating problems, identifying solutions, and implementing solutions that are consistent with overall department strategies.

- Maintains a portfolio of building and district level assignments associated with new and existing priorities.
- Coordinates with students to setup and implement technology supports necessary to serve a variety of building and district events including professional development, conferences, student activities, and other building events. This includes working an unpredictable schedule with evening and weekend activities.
- Implements and supports the use of all standardized processes determined by the department, building, or district including standards for resource acquisition, devices and device setup and management, approval processes, etc.
- Designs and authors a variety of plans and communications (e.g. reports, inventory controls, training materials, email and web communication, learning management system modules, procedures, recommendations for improvement, procedures on technical solutions for district equipment, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Collaborates with internal and external personnel (e.g. users, other technology information professionals, internal and external customers, Technology Department Team, Library Media Staff, instructional coaches, etc.) for the purpose of training staff on the use of equipment and its applications and implementing and/or maintaining services and programs in an efficient and timely manner.
- Maintains a deep knowledge of district and building hardware and applications in order to operate, train, and troubleshoot effectively (website, display tvs, cameras, cabling, access points, VOIP, Powerschool, etc.).
- Analyzes trends and issues with hardware and software, researches and tests solutions, communicates and implements revised processes or fixes.
- Monitors and tests solutions for the purpose of ensuring that problems are completely resolved.
- Follows all safety and security measures for the purpose of maintaining safe and effective district and site operations.
- Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.