Santa Barbara Unified School District

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www.sbsdk12.org

Excellence for All

Classified Job Description

Title: Lead Computer Support Specialist

Salary Schedule Range: 68

Purpose of Position: To provide advanced network administration and technical support, analysis and monitoring, and day-to-day coordination and direction to assigned staff in a complex computing environment. Act as IT liaison for intra-District technology projects.

Employment Status: Full-time

Location: District Administration, ITS

Essential Functions:
Participate in creating, maintaining, and implementing functional procedures.

Coordinate and direct the work assignments of IT staff.

Develop procedures for monitoring and prioritizing system and network usage.

Perform advanced diagnostic tasks using tools and systems to determine source of problems, and develop resolutions or needed interventions.

Provide administration to a user community of 15,000 accounts.

Work collaboratively with vendors to resolve complex hardware or software application problems.

Participate in the development of standards for hardware such as servers, routers, storage devices and systems, desktop computers and workstations, laptop PC's, tablets and iOS devices.

Assist the IT department manager with performance evaluations, and participate in creating and implementing operational procedures.

Perform related duties as assigned.

Maintain punctual and consistent attendance.

Working Conditions & Physical Demands:
Inside work with no exposure to weather conditions, some outside work with exposure to weather conditions, occasional use of ladders or step-stools, exposure to electric power supplies.

Hearing and speaking to exchange information in person or on the telephone; seeing to read a variety of documents; dexterity of hands and fingers to operate office equipment; bending, stooping, reaching overhead and lifting.

Knowledge, Skills and Abilities:
Network principles, protocols and architecture.

Supervision of technical staff.

Advanced understanding of PC and MAC operating systems and software applications.

Develop and maintain productive working relationships with assigned staff, school site staff and District staff.

Telephone and e-mail etiquette.

Correct English usage, grammar, spelling, punctuation and business vocabulary; strong writing and speaking skills.

Adaptability to changing priorities and workloads.

Understand and follow verbal and written directions.

Meet schedules and timelines.

Work collaboratively with others.

Education, Training and Experience:
Minimum of five (5) years experience in a large IT enterprise, with at least one (1) year as a supervisor or lead; Bachelor's degree in Information Technology or Computer Science preferred.

Additional Requirements:
Valid California Class C Driver's License

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2013