

SAN JOSE UNIFIED SCHOOL DISTRICT

CLASS TITLE: User Support Lead Coordinator

BASIC FUNCTION:

The User Support Lead Coordinator performs all duties defined for the Technology Services Coordinators as well as assigns and monitors the work of the user support staff. This includes the Technology Services Coordinators I, II and III and other staff that may be assigned under the Technology Support area.

DISTINGUISHING CHARACTERISTICS:

The classification of User Support Lead Coordinator is responsible for a wide range of user support duties associated with the Technology Services department. Works under the direction of the Director of Technology Services. May lead projects, conduct trainings and meetings. Capable of performing high-level customer support tasks. Ability to deal with difficult support situations and follow through to make certain the issues are resolved. Strong customer service focus and a sense of urgency to meet user needs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Develop policy, standards, documentation and procedures for user support staff.

Give staff development guidance and advice to user support staff.

Identify areas of efficiency deserving attention in the user support environment and consult with the Director to build upon or repair situation.

Monitor and review work assigned to insure time lines are met as needed by departments and schools.

Assist and train new help desk staff members.

Communicate with user community to assess changing requirements and to coordinate the delivery of support services.

Maintain accurate records, logs, and files related to assigned activities and functions.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation and planning needed to assist users in being successful in using the district's centralized application systems

General principles and operation of computer systems, related equipment and current technology

Business and student information systems as used in the district

Effective customer service strategies

Desktop computer hardware and software

Proper English usage, grammar, punctuation, and vocabulary

ABILITY TO:

Communicate effectively orally and in writing

Assume additional responsibility without being asked

Coordinate efforts of the staff to meet timelines

Troubleshoot complex user difficulties and interact with internal clients to resolve escalated help desk issues

Analyze uses of technology and provide assistance and guidance to help users take advantage of technology solutions

Train users and support staff on effective uses of technology

Apply effective supervision and training techniques and work cooperatively with others

Assign, schedule and lead support staff in meeting the needs of department and school users

Collaborate with other IT staff

Follow through with commitments

Proactively seek opportunities to broaden and deepen knowledge base and proficiencies

EDUCATION AND EXPERIENCE:

Generally, any combination of education and experience that could likely provide the required knowledge and abilities would be qualifying. A typical method of demonstrating these requirements would be:

Education: Completion of 12th grade or equivalent and successful completion of additional courses in technology.

EDUCATION AND EXPERIENCE (continued):

Experience: Five years work experience in a technology related environment.

Acceptable Substitutions: Any combination of education, experience and training which meets or exceeds the standards of knowledge, skills and abilities listed above.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.

Date: November 20, 2008 (Board Approved)

Range: 36

Pay Grade: 436

Work Year: 12

Job Class: 5541

Union: AFSCME