



Office of Human Resources
IT Technician Lead - CI2456
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General Statement of Duties

Performs regularly assigned lead work and full performance level information technology (IT) technical work in desktop support and/or help desk support.

Distinguishing Characteristics

The Lead IT Technician is distinguished from the Senior IT Technician, which performs full performance level information technology technical work in desktop support and/or help desk support. The Lead IT Technician is also distinguished from the IT Technician Supervisor, which performs supervision over non-professional information technology technical staff involved in communications, help desk, desktop, or legacy system support.

The Lead IT Technician position is distinguished from the Senior IT and Associate IT Technician roles in that it is also responsible for performing business process analysis and redesign and documentation of the functional business requirements of the assigned business area.

Essential Duties

Performs technical support, in a Service Desk or Support Team setting, for users with complex and non-routine hardware and software problems, which includes: logging, troubleshooting, testing, adjusting, resolving, or referring problems to the appropriate Information Technology resource.

Acts as a liaison between user group and the Information Technology unit to communicate problems and possible solutions. Resolves escalated problems encountered during daily operations and determines appropriate solutions.

Develops or modifies work plans, methods and procedures; determines work priorities and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Ensures established performance standards are met or exceeded by conducting quality assurance sessions with staff and working to correct any deficiencies observed; provides work instruction and guidance towards a common team goal.

Identifies and recommends process improvement changes that will effectively and efficiently enhance service delivery; assists with the training and development of staff, when necessary.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Assists in the planning and performance of business process analysis of business activities and functions in assigned departments and agencies and participates in the subsequent design and implementation or improvement of integrated technology solutions.

Performs specific duties as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other developmental aspects of assigned projects.

Assists in performing requirements gathering, functional decomposition, workflow analyses and logical system design tasks necessary to provide a complete solution for resolving business problems and exploiting integrated technology opportunities.

Participates in and assists in coordinating the planning, development and implementation of automated business systems to align information technology solutions with customer business requirements and initiatives.

Assists in the identification of business application and integrated technology opportunities and solutions for resolving business problems.

Performs assigned tasks related to planning and executing unit, integration and acceptance testing; assists writing departmental and agency system documentation; assists in the development and writing of training documentation and participates in the training of department and agency customers.

Participates in advising customers on best practices, application customizations and interface strategies.

Utilizes generic tools to analyze and manage data.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, and mainframe operating systems and their applications.

Skill in applying existing guidelines or recommending new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Level of Supervision Exercised

Leads two or more information technology technicians.

Education Requirement

Associate's Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience Requirement

Three (3) years of information technology experience performing service desk or desktop support, one year of which must have been in a lead or senior function.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

Potential exposure to cold weather conditions (indoor/outdoor).

Potential exposure to dust.

Potential exposure to hazards from electrical/mechanical/power equipment.

Potential exposure to pesticides or fertilizers.

Potential exposure to risk of blood-borne diseases.

Potential exposure to temperature changes: variations in temperature from hot to cold.

Potential exposure to unpleasant elements (accidents, injuries, and illnesses).

Handles absentee replacement on short notice.

Noise: sufficient noise to cause distraction.

Occasional pressure due to multiple calls and inquiries.

Personal Safety: aware of surroundings, people, and events.

Pressure due to multiple calls and inquiries.

Subject to electrical and radiant energy hazards.

Subject to injury from moving parts or equipment.

Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.
Works in confined, uncomfortable or awkward locations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.
Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-620

FLSA Code: N

Established Date: 8/1/2018

Established By: LS

Revised Date:

Revised By:

Class History: