

[Position Description](#) | [Qualifications](#)

Under the direction of the Vice Principal of Information Technology for Learning (ITL), the ITL Support Team Leader (STL) leads a team of support staff and provides technical support to school district staff. This position provides support team coordination, as

Promotes and supports District policies regarding appropriate use of technology in schools.

Transports equipment and travels between assigned schools and responds to differing priorities of technical issues that may be time sensitive.

Attends District support meetings and remains current with District supported technology trends to be able to effectively support staff with new and existing resources.

Provides user account administration to various systems for District staff and ensures that proper permissions and access rights are granted.

Receives and evaluates all new problem tickets in which to verify the accuracy and completeness of the problem or request reported and determine the appropriate ticket priority, category and assign to appropriate IT staff member.

Creates and maintains technical documentation for users and IT support staff, including manuals and user guides and ensures they are accurate, up-to-date and properly stored and distributed.

Supports and trains District staff in the use of third-party software and custom developed applications.

Works very closely with other ITL staff in escalating challenging problems and responding to high priority service level requests.

Lifts and moves materials and equipment up to 18kg (40lbs).

Performs other assigned comparable or transient duties which are within the area of knowledge and skills required by this job description.

Ability to support district standard computer systems

Ability to learn and adapt to rapidly changing technologies and

	<p>Ability to relate well to staff, students, and parents</p> <p>Appropriate use of tact and courtesy when explaining and exchanging ideas, data, and information</p> <p>Ability to work under terms of confidentiality</p>
	<p>Valid driver's license and a personal vehicle for travel to various school district locations</p> <p>Sufficient mobility, vision and hearing to perform related job duties</p> <p>Able to lift up to 18 kg (40 lbs) and operate related equipment</p> <p>Able to perform related physical and mental activities</p> <p>Able to communicate effectively</p>

Created/Reviewed: February 15,2024