



## Career Service Authority

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# Lead Information Technology Technician

### GENERAL STATEMENT OF CLASS DUTIES

Performs permanently 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.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

Leads two or more information technology technicians.

**ESSENTIAL DUTIES**

Performs technical support, in a help desk 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.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback and furnishes information for 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.

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.

**MINIMUM QUALIFICATIONS**

***Competencies, Knowledge, & Skills:***

**Technical Competence** – Uses knowledge that is acquired through formal training/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.

**Integrity/Honesty** – Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**Oral Communications** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information, makes clear and convincing oral presentations, listens to others, attends to nonverbal cues, and responds appropriately.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner and produces written information which may include technical material that is appropriate for the intended audience.

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Leadership** – Interacts with others to influence, motivate, and challenge them; adapts leadership styles to a variety of situations.

**Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Leading a Diverse Workforce** – Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

**Managing Human Resources** – Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, deals with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

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

**Self-Management** – Sets well defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Decision Making** – Makes sound, well informed and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish organizational goals, and causes change.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; know products and services; is committed to providing quality product/services.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Creative Thinking** – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Knowledge of supervisory principles and practices sufficient to be able to perform a variety of lead work functions.

Knowledge of supervisory principles and practices sufficient to be able to contribute to the development of an employee performance plan and document employee performance.

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.

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.

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

*Standing:* remaining on one's feet in an upright position.

*Walking:* moving about on foot.

*Lifting:* raising or lowering an object weighing up to and occasionally over 50 pounds.

*Carrying:* transporting an object, usually by hand, arm, or shoulder.

*Pushing:* exerting force on an object so that the object is away.

*Pulling:* exerting force on an object so that it is moving to the person.

*Climbing:* ascending or descending objects usually with hands/feet.

*Balancing:* maintaining body equilibrium to prevent falling over.

*Stooping:* bending the body by bending spine at the waist.

*Kneeling:* bending legs to come to rest on one or both knees.

*Crouching:* bending body downward and forward by bending legs.

*Crawling:* moving about on hands and knees or hands and feet.

*Sitting:* remaining in the normal seated position.

*Reaching:* extending the hand(s) and arm(s) in any direction.

*Handling:* seizing, holding, grasping or otherwise working with hand(s).

*Fingering:* picking, pinching, or otherwise working with fingers.

*Talking:* expressing or exchanging ideas by means of spoken words.

*Hearing:* perceiving the nature of sounds by the ear.

*Repetitive motions:* making frequent movements with a part of the body.

*Eye/hand/foot coordination:* performing work through using two or more.

### **Working Environment:**

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Subject to varying and unpredictable situations.

**Education Requirement:**

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

**Experience Requirement:**

Three years of information technology experience performing service desk or desktop support, one year of which must have been of the type and at the level of Senior Information Technology Technician.

**Education/Experience Equivalency:**

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

**Licensure and/or Certification:**

None

**CLASS DETAIL**

**FLSA CODE:** Non-Exempt

**ESTABLISHED DATE:** 11/20/11

**ESTABLISHED BY:** Melissa Fisher

**REVISED DATE:**

**REVISED BY:**

**CLASS HISTORY** 11/2011 - This is a new classification.