DENVER
THE MILE HIGH CITY

Office of Human Resources
IT Technician Lead - LI3409

THIS IS A PUBLIC DOCUMENT

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Five (5) 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

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure & Certification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Working Environment

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Potential exposure to cold temperature, cold enough to cause bodily discomfort.
Potential exposure to cold weather conditions (indoor/outdoor).
Potential exposure to conditions that affect the skin or respiratory system.
Potential exposure to dust.
Potential exposure to extreme temperature changes.
Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.
Potential exposure to hazardous/toxic chemicals.
Potential exposure to hazards from electro/mechanical/power equipment.
Potential exposure to hazards of steam and heat.
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.
Potential exposure to hot and humid work environment.
Potential exposure to housekeeping/cleaning agents/chemicals.
Potential exposure to infection from disease-bearing specimens.

Potential exposure to infections and contagious diseases.
Potential exposure to odorous chemicals.
Potential exposure to pesticides or fertilizers.
Potential exposure to the risk of blood borne diseases.
Potential exposure to temperature changes: variations in temperature from hot too cold.
Potential exposure to temperature changes: variations in temperature from hot to cold.
Potential exposure to unpleasant elements (accidents, injuries, and illness).
Extreme cold conditions.
Handles emergency or crisis situations.
Noise sufficient to cause distraction or possible hearing loss.
Personal Safety: aware of surroundings, people, and events.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to burns and cuts.
Subject to electrical and radiant energy hazards.
Subject to hazards of flammable or explosive gases.
Subject to injury from moving parts of equipment or vehicles.
Subject to precarious or high locations.
Subject to pressure for multiple calls, inquiries, and interruptions.
Subject to varying and unpredictable situations.
Subject to traffic, roadways, and pedestrians.
Subject to vibrations and strain on the body to cause bodily harm if endured daily.
Temperature Changes: variations in temperature from hot too cold.
Temperature Changes: variations in temperatures from hot too cold when works in field.
Wet: frequent contact with water or other liquid.
Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.
Works in precarious or high locations.

Level of Physical Demand

For DPL Positions Specifically:
1-Sedemtary (0-10 lbs.) to 4- Heavy Work (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

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

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.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Oral Comprehension: Ability to discern the meaning of oral speech.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon on object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
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
By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

Probation Period

None

Class Detail

Pay Grade: NE-14
FLSA Code: N
Established Date: 10/28/2025
Established By: OM
Revised Date:
Revised By:
Class History: 10/28/25 - Clone classification due to missing job spec.