

**BAINBRIDGE ISLAND SCHOOL DISTRICT
JOB DESCRIPTION**

LEAD TECHNOLOGY SPECIALIST

JOB SUMMARY: Under the supervision of the Director of Technology or designée, the Lead Technology Specialist provides leadership to the technical support specialists, manages equipment deployments and life-cycles, oversees work flow and sets expectations and standards for superior work quality in a collaborative team environment. Within this general framework, specific assignments will vary.

ESSENTIAL JOB FUNCTIONS:

- Ensure technicians have the knowledge and resources to perform their responsibilities
- Assign, monitor and adjust work-flow
- Schedule and host trainings and meetings
- Deploy projects that balance cost, schedule and quality using project management principles
- Maximize productivity and resources
- Ensure equipment, supplies and other resources necessary to complete projects are acquired in a timely manner, and meet compliance and compatibility standards
- Develop strong relationships with stakeholders including staff, vendors and contractors
- Promote two-way communication channels and act as liaison between technicians and network staff
- Monitor and build positive staff morale
- Proactively identify obstacles to successful work completion
- Monitor responses and resolutions to help desk requests
- Assume responsibility and seek resolutions for difficult issues
- Coordinate hardware and software demos and pilots
- Oversee asset management system and tracking of equipment performance; plan for and manage removal of obsolete equipment
- Actively participate in discussions and decision-making processes and encourage participation from stakeholders
- Demonstrate respect for differences in perspectives
- Maintain confidentiality and display ethical behavior
- Perform other job-related duties as assigned

ESSENTIAL JOB REQUIREMENTS/ QUALIFICATIONS:

- High school graduate or equivalent, required
- Associates degree or higher in job-related field, preferred
- Four years or more experience in an enterprise level environment, required
- IT certification relevant to job responsibilities, preferred
- Valid Washington state driver's license, required

REQUIRED KNOWLEDGE, SKILLS and ABILITIES:

- Effective written and spoken communication
- Ability to understand, seek clarification and carry out directions
- Ability to manage a variety of projects
- Knowledge of effective leadership skills such as recognizing and positively reinforcing individual and team contributions, work efforts and accomplishments
- Leadership skill
- Success with coordinating technology related services and projects
- Demonstrated knowledge of math skills
- Advanced computer skills
- Ability to establish and maintain cooperative working relationships with staff
- Ability to use tact, diplomacy and good judgment
- Ability to adapt readily to a varied routine in a calm and positive manner
- Ability to diffuse tense situations
- Practical knowledge of project management
- Competency in reading technical subject matter, instructional manuals, code manuals and technical drawings

PHYSICAL DEMANDS:

- Persons in this position will frequently exert up to 50 pounds of force to lift, carry, push pull or otherwise move objects.
- Persons in this position must have, provide or perceive the nature of sound, near and far visual acuity, depth perceptions, spoken information, manual dexterity to operate common maintenance and repair tools, and work with various materials and objects required for technical aspects of the listed work responsibilities.
- This type of work involves frequent standing, walking, stooping, bending, crouching, lifting, carrying, climbing and sitting for extended periods of time.

Reasonable accommodation may be made to enable a person with a disability to perform essential functions of the job.

Revised 6/2016