

Killeen Independent School District Job Description

Job Title: Lead Hardware Support Manager
Reports to: Technology Support Manager
FLSA: Exempt, 226 days

SUMMARY

Provides management and technical expertise in the integration of desktop and peripherals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Coordinates and oversees repair of computers, printers and related equipment for the district.

Maintains database of repaired district computers and peripherals.

Manages hardware stock levels of peripherals and repair parts.

Manages employee certifications.

Tracks vendor repairs and monitor bulletins for hardware recalls.

Creates and maintains standards and procedural documents.

Maintains current and up-to-date on field knowledge of hardware, software and peripherals pertinent to the district.

Maintains industry standard bench services and desk.

Assists with ongoing department projects as necessary.

Works independently and exercises reasonable judgment with little supervision while providing clear documentation of activities and accomplishments.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Knowledge of and technical expertise supporting Apple and Windows products.
- Ability to diagnose and troubleshoot computer hardware.
- Ability to set priorities and handle multiple and complex assignments.
- Experience with management, and support of enterprise computer systems.

EDUCATION and/or EXPERIENCE

Bachelor's degree in computer related field with three years of technology-related work experience or an associate's degree in computer related field with five years of technology related work experience.

SUPERVISORY RESPONSIBILITIES

Directly supervises technician positions. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; addressing complaints and resolving problems.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; standard office equipment including personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching; may climb ladders

Lifting: Regular moderate lifting and carrying (up to 44 pounds); occasional heavy lifting and carrying (45 pounds and over)

Environment: Occasional prolonged and irregular hours; frequent on-call and after-hours work; frequent districtwide travel; may be required to be on-call 24 hours a day; may be exposed to electrical hazards.

Mental Demands: Work with frequent interruptions; emotional control under stress

Revised Date: April 9, 2021

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.