T U L S A

PUBLIC SCHOOLS

Job Title: Lead PC Technician

Department:	Information Technology
Reports To:	Technical Services Manager (Client Services)
Grade:	BG-06
Number of Days:	12 Months
Security Access:	Education Service Center and Maintenance
Current Date:	January 05, 2016
Overtime Status:	Exempt

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers and life.
Our mission is to inspire and prepare every student to love learning, achieve ambitious goals and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day:

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community
- **Joy:** Joy at school and at work makes us more productive, because when we create, innovate and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task or concept and experiencing breakthrough moments.

Position Summary: Provides daily supervision of the PC Group (10 technicians).

Minimum Qualifications:

- 5 years' experience in Microsoft Office (Excel, Word, Outlook....).
- 5 years' experience in Microsoft Operating Systems (XP, Win7, Win8, Win 10).
- 5 years' experience working with technology vendors

      o Dell Technical Support Certification
      o A+ Certification (Comp TIA)
      o High School diploma or GED equivalent.

Responsibilities and Essential Functions: The following duties are representative of performance expectations.

- Manage daily assignments for PC Technicians
- Inventory management
- Consultation & management of vendors (ex: Dell)
- Engineering, maintenance & consultation on PC hardware & software.
- Manages payroll (Kronos) for technicians

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Strong problem-solving and analytical skills for troubleshooting technology issues.
- Ability to communicate effectively, calmly, and patiently with both technical and non-technical audiences.
- Ability to work tactfully and effectively with customers, management, employees and vendors.
- Ability to quickly respond to events in a fast-paced environment and manage problem escalation when required.

Supervisory Responsibility:

- Yes.

Working Conditions: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions.
- Normal business hours.