**Job Title: Service Desk Lead** **Exemption Status: Exempt**

**Reports to:** Director of Technology **Date Revised:** December 2022

**Dept./School:** Technology/Planning Implementation Support **Pay Grade**: 206

**Primary Purpose:**

Provide highly responsive support for district staff and students with educational and administrative applications, including Service Now, Rise Vision, and any other district-wide solutions in a way that supports instruction and facilitates productivity.

**Qualifications:**

**Education/Certification**:

- Bachelor's degree in computer science or a related field
- Service Now Certification
- Information Technology Infrastructure Library (ITIL) Certification
- Technical Support Certification, i.e., Service Now System Administrator or ITIL Foundation V4 Certification, or any other relevant certification preferred

**Experience:**

- Minimum of three (3) years with ServiceNow tools such as Flow Designer, Service Catalog, and Studio

**Special Knowledge/Skills:**

- A strong working knowledge of supporting computer systems, hardware, and software in a K-12 setting
- Excellent written and oral communication and interpersonal skills
- Assist in building and maintaining internal technical documentation, manuals, policies, and processes
- Ability to handle a high-volume, fast-paced workload
- Ability to maintain accurate paperwork and records
- Willingness to learn new skills and take on added responsibilities
- Good judgment in assessing the nature of problems, prioritizing the needs of users, identifying resources for solutions, and escalating critical issues to the appropriate personnel

**Major Responsibilities and Duties:**

1. General support, administration, and maintenance of the ServiceNow platform and associated applications.
2. Manage the help desk team and evaluate their performance.
3. Actively maintain a culture of shared leadership with management, coworkers, and colleagues.
4. Provide training and technical growth plans for all staff through peer-to-peer mentoring and cross-training.
5. Motivate staff to engage in vendor/industry training, seminars, and accredited education programs.
6. Review and revise Tech Knowledge Base support documentation.
7. Prepare periodic reports for management with recommendations and trends.

8. General support, administration, and maintenance of the ServiceNow platform and associated applications.

**Policy, Reports, and Law**

9. Ensure compliance with local, state, and federal software additions and revisions policies and procedures.
10. Compile, maintain, and retain all physical and computerized reports, records, and other required documents.

**Other**

11. Provide leadership and supervision of the helpdesk.
12. Foster a culture of accountability so that all helpdesk personnel know what is expected for their success.
13. Attend professional growth activities to improve job knowledge and performance.
14. Follow district safety protocols and emergency procedures.
15. Performs related duties as assigned.

**Supervisory Responsibilities:**

- Service desk staff

**Mental Demands/Physical Demands/Environmental Factors**

**Tools/Equipment Used:** Standard office equipment, including personal computers and peripherals.
**Posture:** Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting
**Motion:** Repetitive hand motions, frequent keyboarding, and use of a mouse; occasional reaching
**Lifting:** Occasional light lifting and carrying (less than 15 pounds
**Environment:** Work irregular hours; occasional prolonged hours
**Mental Demands:** Work with frequent interruptions; maintain emotional control under stress; maintain confidentiality

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This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____