



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: ~~Customer Service~~ Technical Support Analyst II
JOB CODE: WW-013.2
CLASSIFICATION: Exempt
PAY GRADE: 22
BARGAINING UNIT: BTU-TSP
REPORTS TO: Director or Designee
CONTRACT YEAR: Twelve Months

POSITION GOAL: To provide service to schools and departments in the areas of Help Desk training, and technological systems. To provide training, technical assistance, and support to end-users related to the use of computer systems, software, and hardware for schools and departments.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The ~~Customer Service~~ Technical Support Analyst II shall carry out the performance responsibilities listed below.

- Receive and respond to service orders, information requests and technical questions from both school-based and District end-users.
- Research, troubleshoot and resolve issues with information technology software and hardware.
- Provide timely follow-up on the status of reported technology issues, providing end-users with progress status and updates.
- Install, operate, test, monitor and maintain systems and equipment according to specifications and industry standards, e.g. networks, transmission and interactive media equipment, audio/visual systems, computer hardware and software.
- Maintain documentation, logs and records applicable to the assigned functional area in accordance with policies and applicable regulatory standards and requirements.
- Assist in planning, implementation, maintenance and repair of functional, structural, programmatic, systematic, and other technology objectives of the department.
- Communicate technical procedures and requirements to end-users.
- Provide support and assistance with troubleshooting, researching and resolving escalated and complex technology issues.
- ~~provide~~ Provide support to District and school-based staff on the use of technology systems and applications, online resources, agents (Tech Service Specialists and Customer Service Analyst I's) for TERMS student database, SAP, ERP, desktop computers and MS Suite and other applicable systems.
- ~~assist~~ Assist in the development and implementation of training programs designed to improve the effectiveness of technical support provided to end-users for Help Desk personnel in the various technological systems.
- ~~assist~~ Assist in the revision upgrade and enhancement of technology programs and services as needed by Broward County Public Schools Information in accordance with the District Education Technology Plan.
- ~~schedule~~ Schedule and present training programs for District and school-based user groups within the school district. Assist in monitoring the effectiveness of the customer service & training programs and recommend enhancements to address remediation, where applicable.
- ~~serve~~ Represent the department on committees for special projects and project teams, as assigned.
- Maintain current knowledge of industry trends and developments applicable to the assigned technical function(s) for application to areas of responsibility.
- ~~perform~~ Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- ~~participate~~ Participate in the training staff development programs offered to enhance the individuals' skills and proficiency related to job responsibilities.
- ~~review~~ Review current developments, literature and technical sources of information related to job responsibilities.
- ~~ensure~~ Ensure adherence to good safety rules and procedures.
- ~~follow~~ Follow federal and state laws, as well as School Board policies.
- ~~perform~~ Perform other duties as assigned by Director the immediate supervisor or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned associate's degree in ~~computer science, information technology or a related field~~ from an accredited institution.
- ~~Minimum~~ A minimum of three (3) years, within the last ~~seven (7)~~ five (5) years, of experience ~~and/or training~~ in the field related to the title of the position.

OR

- Five (5) years of experience as a Technical Support Analyst I in the Broward County School District.
- Prior experience in technological delivering training programs, Help Desk management, high level understanding of software applications (MS Suite, learning management software systems) and computer equipment.
- Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities.
- Demonstrated analytical and problem-solving skills.
- Effective written, verbal and interpersonal communication skills.
- Effective customer service skills.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- ~~An earned bachelor's degree in computer science, information technology or related field from an accredited institution.~~
- ~~Minimum of one (1) year, within the last five (5) years, of experience and/or training in the field related to the title of the position.~~
- Prior experience troubleshooting and resolving issues with K-12 software applications and computer equipment.
- Bilingual skills.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Interact effectively with the general public, staff members, students, teachers, parents, and administrators, using tact and good judgment.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

~~FLSA OVERTIME CATEGORY:~~

~~Job is exempt from the overtime provisions of the Fair Labor Standards Act.~~

EVALUATION:

Performance will be evaluated in accordance with Board policy.

In accordance with School Board policy 4010, it is requested that the revised education, experience and skill qualifications outlined in the job description adopted by the School Board on February 21, 2018 be waived for employees currently holding affected positions.

Revised: 5/20/97 &

Adopted: 6/17/97

Alignment Title Change: 4/13/99; 3/19/02

Board Adopted: 12/16/03*

Revised: 8/23/05

Revised: 8/29/05

Board Approved: 12/17/13

Board Adopted: 1/22/14

Board Approved: 1/17/18