



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: ~~Customer Service~~ Technical Support Analyst III
JOB CODE: WW-013.3
CLASSIFICATION: Exempt
PAY GRADE: 24
BARGAINING UNIT: BTU-TSP
REPORTS TO: Director or Designee
CONTRACT YEAR: Twelve Months

POSITION GOAL: To provide and coordinate ~~Help Desk customer service functions to~~ training, technical assistance and support on the use of computer systems, software and hardware for schools and departments ~~in the areas of training and support for technological systems and web-based applications.~~

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

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

- Develop and maintain instructional documentation on the use, administration and maintenance of technology systems.
- Assess and evaluate the effectiveness of technology support services and implement changes to improve service delivery, where applicable.
- Provide support and assistance with troubleshooting, researching and resolving escalated and complex technology issues.
- Perform root cause analysis, develop checklists for typical issues and recommend procedures and controls for process improvement and problem prevention.
- Coordinate and/or participate in District committees to support technology strategies and recommendations.
- Communicate technical policies, procedures, and requirements to user community.
- ~~monitor~~ Monitor the effectiveness of the ~~Customer Service and Training Programs~~ technical support and training services provided and recommend enhancements to address remediation, where applicable.
- ~~coordinate~~ Coordinate training programs for ~~Help Desk personnel~~ Technical Support Analysts on the use of in various ~~technologies~~ technological systems. Develop, schedule, and present training programs for school-based and District user groups ~~User Groups within the school district.~~
- Support the maintenance and upgrade of technical systems including, websites, and applications, and other technology systems and devices, as applicable.
- ~~administer~~ Participate on special projects teams, acting as the Information & Technology representative, as assigned.
- ~~act~~ Act as a liaison between the Information & Technology Department, and schools, and District departments in the support of various ~~to ensure that~~ technological systems meet regulatory requirements and business need.
- ~~monitor effectiveness of the service provided through Help Desk service and support.~~
- ~~revise~~ Work with technical support team on the upgrade of technology programs and services as needed by Broward County Public Schools required by the District Education Information Technology Plan.
- 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 Public Schools.
- ~~participate~~ Participate in the ~~staff development~~ training programs offered to enhance the individual's 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 immediate supervisor or designee ~~Director or designated administrator.~~

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned associate's degree in ~~computer science, information technology or a~~ related field from an accredited institution.
- A minimum of seven (7) years, within the last ~~twelve (12)~~ ten (10) years, of experience ~~and/or training~~ in the field as related to the title of the position.
- Prior experience ~~Experience in coordinating technological~~ developing and delivering training programs, ~~website design development and troubleshooting, and help desk support.~~
- 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 in computer science, information technology or related field from an accredited institution.~~
- ~~Minimum of five (5) years, within the last ten (10) years, of experience and/or training in the field as 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:

Communicates frequently with employees throughout the District, using tact and good judgment, to complete assigned projects.

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

Revised: 8/19/97 &

Adopted: 9/2/97

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

Revised & Adopted: 12/9/03

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