

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Support Team Leader

Class Code: 10718

Pay Grade: GJ

A. Purpose:

Directs a team of computer support staff to ensure computer and network support is effectively carried out in an assigned location or area and serves as a liaison if resources are needed from other areas in the organization.

B. Distinguishing Feature:

The Computer Support Team Leader is assigned to a geographic location and directs a team of computer support staff.

The Computer Support Analyst provides network support, planning, and implementation and conducts proactive LAN monitoring and advanced troubleshooting of LAN problems.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Directs the work of subordinate staff to ensure the objectives of the work unit are met.
 - a. Participates in Interviews and staff selection.
 - b. Provides training and work direction.
 - c. Coordinates leave requests.
 - d. Addresses staff problems and recommends disciplinary action.
 - e. Participates in performance appraisals.
2. Prioritizes requests for services, assigns work to appropriate staff and monitors progress to ensure projects are completed and deadlines are met.
3. Develops and maintains computer networks to ensure access and allocate resources to network clients.
 - a. Interprets information from network diagnostic tools.
 - b. Reviews recommendations on changes to network configurations and provides quality control.
 - c. Provides pro-active monitoring of servers, tape backups, and local area networks for problems.
 - d. Contacts vendors for unreleased solutions to hardware and software problems.
4. Manages projects to ensure their successful completion.
 - a. Determines timeframes and assigns resources.
 - b. Determines how and when a project should be done.
 - c. Coordinates technical aspects of project with affected agencies.
5. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Program Manager. Typically directs the work of Computer Support Analysts, Senior Computer Support Specialists, Computer Support Specialists, Computer Support Associates, and Computer Service Technicians.

E. Challenges and Problems:

Challenged to plan and prepare for the integration of new or upgraded network technology. This involves collecting and analyzing a variety of network components that may be impacted by the introduction of new or improved technology. Further challenged to provide direction and coordination of support activities over a variety of locations or geographic area.

Typical problems resolved include scheduling conflicts and diagnosing network, hardware, and software problems.

F. Decision-making Authority:

Decisions made include work assignments, project priorities, determining hardware and software needed to implement an installation or upgrade; and design, layout, and configuration of computer networks.

Decisions referred include major expenditures; and overall policies, procedures, and standards.

G. Contact with Others:

Daily contact with clients and staff to answer questions, solve problems, coordinate and schedule projects; and occasional contact with vendors to discuss problems.

H. Working Conditions:

Typical office environment. Installations and repairs may require working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- network organization and infrastructure,
- the design, installation, compatibility, connectivity, and operating systems of local and wide area networks.

Ability to:

- assign tasks and direct the work of others,
- diagnose and resolve network problems,
- provide technical expertise and coordination,
- research new technologies,
- establish and maintain effective working relationships,
- communicate effectively with others.