

POSITION TITLE: HELPDESK LEAD II

CENTER:	Administrative Services		DEPARTMENT:	Information Technology	
LOCATION:	500 Old Lynchburg Rd, Charlottesville, VA 22903				
FSLA STATUS:	Non-Exempt		INCLEMENT STATUS:	Non-Essential	
GRADE:	10	SCHEDULE:	FT	GROUP:	30

GENERAL STATEMENT OF RESPONSIBILITIES:

The Helpdesk Lead II is responsible for evaluating, upgrading, and implementing the technology infrastructure at Region Ten in conjunction with the Information Technology Director and Program Manager. The performance of duties requires and determining action based on the analysis of facts and the practical application of current technology methods. The incumbent must combine strong analytical skills and problem-solving abilities with project management skills. The incumbent must display excellent interpersonal skills when meeting the needs of senior management, technical personnel and end-users. A high level of customer service is to be exhibited in all interactions with outside contacts, staff and colleagues. The ability to work independently on long- projects, seeing them to completion, is required.

MAJOR DUTIES:

The essential functions of this job are starred below (*) under "Major duties."

1. *Provides guidance to the systems, programming, and operation staffs in the solution of hardware/software related problems.
2. *Responsible for ensuring systems are operating to company specifications
3. *Monitor network and system performance, security and integrity
4. *Resolve issues lower tiers of support have escalated by troubleshooting cloud and local infrastructure.
5. *Automate tasks and monitor their effectiveness.
6. *Mentor staff and team on technical issues.
7. *Maintain complete technical documentation.
8. *Design and develop the configurations to be deployed on systems using the approved solution.
9. Maintain functional networks (LAN, WLAN, WAN)
10. Maintain/Install software, servers, firewall, switches and phones.
11. Maintains awareness of emerging technologies and project management techniques.
12. Oversee and test security measures (e.g. access authentication and disaster recovery).
13. Establishes configuration management practices and ensures that configuration audits are conducted.
14. Active participation in workplace relationship building.
15. Fosters a positive and supportive work environment while training, and assisting staff.
16. Provides cooperative solutions to requests and inquiries.
17. Other duties as assigned

QUALIFICATIONS:

Formal training and work experience exemplifying KSA's;

EDUCATION:

- The incumbent must hold a Bachelor's degree in Information Technology or similar or two or more years of equivalent experience in IT.

EXPERIENCE:

- Previous experience assisting users with computer problems is required.
- Previous experience leading a team is preferred.

CERTIFICATION/LICENSE:

- Technical certifications such as CompTIA A+ or Microsoft Fundamentals is preferred.
- To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided.

KSAS

Knowledge of: server, network, PC configuration and upgrading; networking concepts; familiarity with office automation software (word processing, spreadsheets, databases); IT standards and practices; fundamentals and concepts of enterprise, distributed, client/server and desktop computer systems; definition of technical specifications from user and business requirements; project planning coordination; service level agreements; practices of effective communication of technical issues to user and client community; user acceptance testing.

Skills in: oral and written communication; organization analysis; interpersonal interactions; Project Management; PowerShell scripting.

Abilities to: Analyze and/or resolve hardware, software, and application problems; problem solve and troubleshoot; lift and carry up to 50 lbs; remain calm, courteous and professional at all times

POSITION ORGANIZATION CHART:

Director of Information Technology
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Helpdesk Technician II

SCHEDULE: Monday through Friday, 8:30 a.m. to 5:00 p.m. With a 30-minute lunch break. Occasional evenings and weekends.

I have reviewed this job description and acknowledge the duties as well as the included KSA (knowledge, skills, abilities). I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date

Position Description updated: 10/28/25