

# HUDSON SCHOOL DISTRICT

## JOB DESCRIPTION

**POSITION TITLE:** IT Lead Technician  
**POSITION STATUS:** Hourly Non-Exempt  
**UNION (if applicable):** Non-Union  
**LOCATION:** District Wide  
**REPORTING TO:** IT Director

**JOB SUMMARY:** The IT Lead Technician provides advanced technical support and serves as a lead resource for district technology operations supporting instruction, administration, and daily operations. This role combines hands-on technical work with leadership responsibilities, including coordinating work assignments, mentoring technical staff, and acting as an escalation point for complex issues. The IT Lead Technician ensures technology systems, devices, and services are reliable, secure, and aligned with district goals, supporting a modern 1:1 learning environment, classroom technologies, cybersecurity tools, and cloud-based platforms.

### **RESPONSIBILITIES:**

- Provide Level 2–3 technical support for students, staff, and administrators, serving as an escalation point for complex hardware, software, network, and device issues.
- Lead and coordinate daily technical support activities, including prioritizing workloads and assisting with task assignments for IT Technicians.
- Install, configure, maintain, and troubleshoot end-user devices, including desktops, laptops, tablets, and 1:1 student devices.
- Support and oversee classroom technology installations and troubleshooting, including interactive displays, projectors, audio systems, document cameras, and instructional software.
- Utilize the district helpdesk system to monitor ticket workflow, ensure timely resolution, and escalate issues as needed to vendors or senior IT staff.
- Assist with intermediate network troubleshooting, including Wi-Fi performance issues, switch port configuration, VLAN-related device issues, and coordination with network administrators.
- Support and help administer Microsoft 365, Google Workspace for Education, and other district-approved systems and applications.
- Deploy, manage, and maintain devices using district device management platforms (e.g., Intune, Google Admin) including software updates and compliance policies.
- Provide onsite and remote support district-wide and assist with planning and executing large-scale technology deployments.
- Oversee device lifecycle processes including imaging, enrollment, asset tagging, inventory tracking, repairs, and replacement planning.
- Support the district's VoIP phone system, including advanced troubleshooting, configuration updates, and coordination with service providers.
- Assist with cybersecurity initiatives, including MFA support, endpoint protection, phishing-prevention tools, and user security awareness efforts.
- Maintain organized equipment storage areas and ensure proper handling and documentation of district-owned technology.
- Participate in technology planning, testing, system upgrades, and special projects; provide recommendations for improvements and standardization.
- Perform other technology-related duties as assigned by the IT Director.

### **SUPERVISORY RESPONSIBILITIES:**

- Provides day-to-day guidance, training, and technical leadership to IT Technicians; may assist with onboarding and mentoring but does not serve as a formal evaluator.

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## SKILLS/QUALIFICATIONS:

- Strong working knowledge of Windows, ChromeOS, and iPadOS hardware and software.
- Advanced understanding of cloud platforms, including Google Workspace and Microsoft 365 administration functions.
- Solid understanding of networking concepts such as VLANs, Wi-Fi troubleshooting, DHCP, and basic switch configuration.
- Ability to diagnose, repair, and coordinate service for hardware including laptops, Chromebooks, printers, and peripherals.
- Strong leadership, communication, and customer service skills appropriate for a school environment.
- Ability to work independently, prioritize tasks, and make sound technical decisions.
- Ability to climb ladders, move equipment, and work in wiring closets, ceilings, and classroom environments.
- Ability to maintain confidentiality, including FERPA-related information.

## EDUCATION AND EXPERIENCE:

- Associate degree in Computer Information Systems, Information Technology, or equivalent experience.
- Experience supporting technology in K–12 or similar environments preferred.
- Industry certifications a plus (Google IT Support, CompTIA A+, Network+, ChromeOS support certifications, etc.).
- Valid driver's license required.

## PHYSICAL REQUIREMENTS:

- In a normal work-day, the employee may be required to combine standing, walking and sitting, frequently lift/carry up to 60 pounds, as well as frequently drive, bend/stoop, reach, and push/pull.

**\*Note:** This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The school district may add to, modify or delete any aspect of this job (or the position itself) at any time, as it deems advisable.

**I have read and understand this job description.**

Signature:

Date:

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