Help Desk Coordinator (PC)
New Hanover County Schools

Job Description

Class: Classified
Dept: Technology

TITLE: **Help Desk Coordinator (PC)**

QUALIFICATIONS: 1.   High School degree or equivalent.

2.   Two years of increasingly responsible technical, analytical, and software support.

REPORTS TO: Chief Technology Officer

JOB GOAL: Provide technical support as the first point of contact to New Hanover County School staff.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1.   Follow all rules, policies and procedures of New Hanover County Schools, along with state and federal regulations pertaining to all schools and technology.

2.   Serve as the first contact for all technology work requests called in to the Technology Department.

3.   Provide technical support to users; performs onsite repair/service as needed.

4.   Works closely with network shop and technical shops to assist in problem solving resolution.

5.   Maintain the Technology Department work request database of repair requests and requests for assistance/funding.

6.   Work with outside contractors.

7.   Attend departmental meetings as required and provide necessary updates of activities and projects.

8.   Perform related duties and responsibilities as requested by Chief Communications Officer or supervisor.

Revised 8.13.13

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve month work year/At Will/FLSA Non-Exempt

Starting Salary and/or Grade: Grade 67

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Demonstrate functional knowledge of modern computer systems, major educational and business software packages, computer networking generally, (Novell network operating system in particular), use of the internet and its protocols, and computer software installation and training.
- Ability to troubleshoot computer problems determining hardware/software related issues, communicate technical issues to non-technical staff, and provide technical and software support to a diversity of individuals/groups.
- Ability to maintain records of equipment repairs and parts orders, and to conduct inventory of parts and equipment for the Technology Department.
- Ability to manage multiple high-priority tasks at once.
- Possess superior telephone etiquette and the ability to deal effectively with customers, peers, and management; ability to communicate clearly and concisely, both orally and in writing, and to establish and maintain cooperative working relationships.
- Demonstrate functional knowledge of principles and practices of organization, administration, and personnel management; general programs, policies, and practices used in educational organization.
- Possess strong problem-solving skills and inherent decision making ability.
- Ability to organize work in an efficient manner while working effectively in a fast-paced environment.
- Ability to interpret and apply school system policies, procedures, laws, and regulations.
- Ability to analyze data, and prepare charts and reports.
- Ability to lift up to 50 pounds.

Revised 8.13.13