

PROVIDENCE CHRISTIAN ACADEMY

TITLE: Helpdesk Support Agent

EFFECTIVE DATE: March 12, 2021

I. SUMMARY

The job of Helpdesk Support Agent is performed under the general direction of the Director of Technology and is designed to assist in maintaining computer and peripheral equipment, such as printers, monitors, digital cameras and projectors in classroom, lab and office applications; and/or provide recommendations regarding hardware and software applications.

II. JOB DUTIES - May include, but are not limited to, the following

- Assesses malfunctions of hardware and/or software applications for the purpose of determining appropriate actions to maintain computer and other technological operations.
- Assists teachers and site staff for the purpose of resolving classroom instructional problems with various software applications and the use of technology.
- Coordinates with the technology team to ensure school security access policies are enforced and that technology meets school standards.
- Install computer hardware and software applications for the purpose of providing support to teachers and other school site staff.
- Configure network and locally installed programs including e-mail, Veracross student information system (SIS), Microsoft Office, and other curriculum-based programs and applications.
- Troubleshoots hardware/software problems.
- Provide training as needed to site personnel in the operation of technology equipment and software.
- Performs other related duties as assigned.

III. MINIMUM QUALIFICATIONS - EDUCATION / EXPERIENCE REQUIREMENTS

- Educational requirement: High School diploma or GED equivalent.
- Technology requirement: Knowledge of Microsoft Office, Windows 10, Mac OS, iOS, and Chrome OS - Basic understanding of computer hardware, troubleshooting, and use of Google to solve issues.
- Experience: Proficiency in one or more specialized areas relating to computer systems.
- Preferred Qualifications: AA Degree or Higher Knowledge and/or experience with Veracross Learning Management System.

III. FUNCTIONAL COMPETENCIES

- Communicate effectively and professionally with students, teachers, administrators and other staff members.
- Lift and transport heavy parcels, materials, supplies, books and parts.
- Adhere to established work and safety procedures.
- Perform simple and repetitive tasks as well as complex and varied tasks.
- Follow verbal and written instructions, and make independent decisions based on data or sound judgment.
- Work independently with little direction.
- Organize tasks and set priorities, including managing multiple tasks simultaneously and completing tasks on schedule.
- Establish and maintain both cooperative working relations.

IV. PHYSICAL ENVIRONMENT/WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently or continuously required to use fine, simple gross and powerful grasp manipulation.
- Frequently or continuously required to sit, use foot controls, push and pull and reach at shoulder level.
- Occasionally required to stand, walk, bend, stoop, squat, climb, twist at waist, reach above shoulder level, upwardly extend neck, flex neck downward.
- Frequently required to lift, push and/or pull objects that weigh approximately 30 to 50 pounds.
- Infrequently may be required to transport over 100 pounds with a hand cart or hand truck.
- Occasionally exposed to indoor/outdoor environmental conditions including heat, cold, humidity, dust, wind, noise, vibrations, fumes, and odors.
- Visual ability to read handwritten or typed documents, and the display screen of various office equipment and machines.
- Ability to conduct verbal conversation in English and, possibly, a designated second language; hear normal range verbal conversation (approximately 60 decibels).
- Sit, stand, stoop, kneel, bend, and walk; sit for sustained periods of time.
- Climb slopes, stairs, steps, ramps, and ladders; lift up to 50 pounds; carry up to 50 pounds.
 - Exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, hip flexion and extension and knee flexion.
 - Operate office machines and equipment in a safe and effective manner; demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy.

IV. PROVIDENCE COMPETENCIES

- Maintains a growing relationship with Jesus and is actively involved in a local church.
- Demonstrates knowledge of the Providence Employee Handbook.
- Demonstrates unquestionable professionalism, impeccable integrity, and enthusiastic hard work with all customers (coworkers, students, families, visitors, etc.)
- Performs other duties and responsibilities as required.
- Commitment to continual professional development.
- Enthusiastic commitment to the mission of the school.
- Cultivate a partnering relationship with parents and coworkers.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all job duties performed by the personnel so classified.