

# Oak Grove School District

**JOB TITLE:           HELP DESK & TECHNOLOGY SUPPORT**

**SALARY RANGE: 27**

## **DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

Under the direction of the Director of Information Technology, provide technical assistance to district employees in the use of computers, district standard software applications, computer peripherals, and network information resources; troubleshoot and resolve basic technical problems.

## **TYPICAL DUTIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Troubleshoot and resolve the most common technical problems on telephone or via remote support software.
- Escalate for additional help if the problem requires advanced knowledge.
- Install & troubleshoot computers and printers (both local and networked), including peripherals, district standard software applications, and networking hardware and software; configure workstations based on standard configurations.
- Perform various end-user support activities that may include providing up-to-date information to the end-user on the effective use of computer resources.
- Perform research for special projects or specific problems which cannot be resolved using a decision tree; use outside resources (e.g., technical bulletin boards and support lines) to supplement information available within the district; coordinate with other technical personnel to arrive at optimum solutions; apply district standards in developing and documenting solutions that support end-user productivity.
- Evaluate hardware and software alternatives to determine if applicable for use in the district environment; test new hardware, software, configurations, and processes to ensure minimal impact to the quality and integrity of overall district system.
- Perform basic network administration functions, such as adding or deleting users, applying security restrictions to user accounts, and assigning trustee directory assignments; perform user administration and basic troubleshooting of district's standard e-mail application; lift, move, re-position, and connect light to moderately heavy network and workstation equipment components.
- Maintain documentation on district computer and network resources including user information, server and workstation configurations, network cabling, and trouble logs; perform processes and executes utilities which trend server and network statistics over time; operate a vehicle to conduct work.

## **KNOWLEDGE AND ABILITIES**

- Problem solving skills.
- Technical knowledge on workstation hardware and district supported software, local area networks (LAN), network operating systems, network cabling topologies, and industry standards and practices.
- Methodologies for managing technical change on a proactive basis.
- Operation of a computer and related hardware and software.
- Oral and written communication skills.
- Documentation of procedures and maintenance. Health and Safety regulations.
- Knowledge of PC, mobile device, and other network device experience using a broad range of computer hardware and software.
- Must be able to work in a manner and at a time so as not to interfere with customer productivity. Possession of valid California Driver's License.

## **MINIMUM QUALIFICATIONS**

- Technical Certifications: Comptia A+ or Comptia N+
- Tech Support Experience Preferred.

## **PHYSICAL DEMANDS**

- Significant physical abilities may include standing and/or sitting for long periods of time
- Occasionally required to reach with hands and arms and stoop, kneel, and crawl
- Bending at waist
- Must have dexterity of hands and fingers to operate a computer board
- Talking/hearing and speaking to exchange information in person or on the phone
- Near/far visual acuity/depth perception/ability to adjust vision
- Occasionally lift and/or move up to 20 lbs.

Board Approved September 27, 2018