LOMPOC UNIFIED SCHOOL DISTRICT
HELP DESK TECHNICIAN

PURPOSE STATEMENT: Under the direction of the Director-Information Technology, assist personnel and students on software applications, operations and malfunctions; provide account management and create, disable, reset and edit accounts as needed; provide customer support for technical issues including troubleshooting, diagnosis, software application installation and malfunctions; follow-up on reported problems; perform general administrative duties; monitor and report incidents as required.

ESSENTIAL FUNCTIONS:
Respond to inquiries from sites through phone calls, emails and drop-ins to determine the type of request, diagnose issues, resolve problems, provide information and refer to appropriate IT personnel; troubleshoot and assist in diagnosing technical issues with software applications, computer malfunctions and program installations and related concerns.

Assist with deploying a variety of application software products and programs including user data, controlling passwords and scheduling backups; ensure availability and functionality of District supported software.

Manage email accounts for personnel and students in Active Directory, Google Administrator Console and Office 365 email; perform general clerical functions including answering telephones, scheduling and duplicating materials; support department operations; prepare written materials including instructions, notices, reminders and memos; document department operational activities as required; provide written material reference and convey information as required.

Process vendor requisitions including travel requests and reimbursements; maintain current list of technology equipment ordered District-wide and deployment dates; provide and submit information for review and approval.

Install software and hardware; configure and re-image personal computers and Chromebooks, iPads and laptops; monitor student Chromebook activities through assigned software; report safety alerts to District and school site administrators as needed.

Assist with updates of various reference manuals and documentation as needed; ensure documentation is accurate and up-to-date; maintain and modify files and records including help desk logs and work order systems; provide up-to-date reference and audit trail.

Participate in meetings, workshops and trainings; research applications, vendors, consultants and emerging technology; recommend products that meet District requirements for capabilities and costs; provide technical information and guidance to District personnel on technical issues.

Support assigned projects and programs; ensure proper security and functionality of District supported software.

Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

OTHER FUNCTIONS:
Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:
Computer hardware systems and software applications utilized.
Assigned desktop operating systems.
Internet protocols including clear understanding of switches and routers.
General office practices and procedures.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Technical aspects of field of specialty.
Mathematical calculations.
ABILITY TO:
Provide technical support for assigned hardware, laptops, desktops, devices, computer projectors and related software.
Troubleshoot and diagnose computer problems and malfunctions.
Work independently and exercise initiative and good judgment.
Analyze data and draw logical conclusions.
Plan, organize, track and coordinate work to meet schedules and timelines.
Multi-task and perform assigned duties in a fast-paced unstructured environment with frequent changes.
Establish and maintain cooperative and effective working relationships with others.
Understand and follow oral and written instructions.
Maintain records and prepare reports.
Operate standard office equipment including a computer and assigned software.
Add, subtract, multiply and divide with speed and accuracy.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: graduation from high school and three years of experience in troubleshooting computer technical issues.
College-level courses in computer technology or computer network is preferred.

LICENSES AND OTHER REQUIREMENTS:
Google Certificated Educator Level 1 required; Level 2, preferred.

WORKING CONDITIONS:
ENVIRONMENT:
Indoor/Office environment.
Constant interruptions.

PHYSICAL DEMANDS:
Lifting, carrying, pushing and pulling heavy objects.
Sitting and standing for extended periods of time.
Bending at the waist, kneeling or crouching.
Reaching overhead and above shoulders.
Seeing to view a computer monitor.
Hearing and speaking to exchange information in person and on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.
Generally the job requires 80% sitting, 10% walking and 10% standing.

FLSA Status: Non-Exempt
Approval Date: 8/18/2011
Personnel Commission First Reading: 8/16/18
Personnel Commission Approval: 9/20/18
Salary Range: Classified 39 (Approved 2/13/18)