

Name:

Title: Technology Helpdesk Technician

Qualifications: Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or related field and two years computer experience including work with user support or customer service functions.

Reports to: School Improvement Specialist, Technology Systems Administrators

Supervises: None

Job Goals: Provide help desk support and technical assistance to District personnel concerning computer operations and related malfunctions

Troubleshoot and diagnose computer problems and malfunctions.

Terms of Employment: 40 hours per week based on a twelve-month contract. Hours may be flexible to accommodate services needed beyond the regular school day.

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board's policy on Evaluation of Personnel.

Performance Responsibilities: This list is not intended to be all-inclusive. Other duties may be assigned.

Instruction: A three-point scale is used in this evaluation. A single () mark should be made in the appropriate line.

- (1) Right-on-Target: full expectations of the district.
- (2) Improvement Requested: additional attention in this area is warranted.
- (3) Unsatisfactory: unacceptable performance. Does not meet district standards.
- (x) Not Applicable: There will be sections that may not apply to some evaluators.

REPRESENTATIVE DUTIES:

- 1. _____ Provide help desk support and technical assistance to District personnel concerning computer operations, hardware, software, applications, network systems and related malfunctions; receive phone calls and work orders; assess, identify and respond to user needs.
- 2. _____ Receive information in the work order system or confer with technology users over the phone regarding computer and related technology problems and malfunctions; respond to user technology requests and coordinate work orders to assure the smooth running of District computer systems.
- 3. _____ Assist system users with resolving computer system problems and malfunctions; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel; arrange for maintenance and repairs as needed.
- 4. _____ Input and update work order and related data and information in an assigned computer system; establish and maintain automated records and files related to work orders; initiate queries and generate various computerized documents and reports; assure accuracy of input and output data.
- 5. _____ Serve as an informational resource to District personnel concerning the operation of computer systems, hardware, software and related peripherals; respond to inquiries and provide information concerning related practices, procedures, applications and malfunctions.
- 6. _____ Maintain a variety of records related to work orders, inventory, mileage and assigned activities.
- 7. _____ Monitor and follow up on work orders and related maintenance and repairs; confer with and update technology personnel concerning computer malfunctions, problems, hardware, software, networks, information and backup data.

8. _____ Operate computers, peripherals and a variety of specialized software; set up computer equipment for staff and student use as directed; check in and out software and equipment as needed.
9. _____ Prepare computer equipment for staff/student use; install software and hardware and observe elements of the computer for evidence of incorrect performance; connect work stations to network server and assure access to system information and files; upgrade and update computer software and applications.
10. _____ Assist with troubleshooting, diagnosing and resolving computer hardware and software malfunctions as directed; install and update software as needed.
11. _____ Compose and distribute handouts, e-mails and other correspondence related to assigned technology functions; maintain informational documents in support of help desk operations.
12. _____ Provide training to District staff concerning the operation of various computer software as assigned.
13. _____ Attend and participate in various meetings as assigned.
14. _____ Travel to work sites for the purpose of supporting users or receiving training.
15. _____ Perform related duties as assigned.
16. _____ Attendance
17. _____ Punctuality
18. _____ Dependability
19. _____ Relationship with Other Personnel
20. _____ Relationship with Students/Public
21. _____ Quality of Work
22. _____ Cooperation
23. _____ Work Habits (Neatness, Speed, Etc.)
24. _____ School Ethics (Confidentiality, Loyalty)
25. _____ Other _____

EVALUATION SUMMARY

I believe that this employee's major strong points are:

1.	
2.	
3.	
4.	

I believe that the following are possible areas for focus for next year:

1.	
2.	
3.	

I have read this evaluation and have had a conference with the evaluator. Yes No

I agree with the evaluator. Yes No

If no, with what specific statement(s) do you disagree?

Signature of Evaluator: _____ Date: _____

Signature of Employee: _____ Date: _____