

Monticello Public Schools
ISD #882
JOB DESCRIPTION

Position Title: Help Desk Technical Support

Department: Technology

Exempt Status: Exempt

Reports To: Director of Technology

Date: March 17, 2015

Approval: Assistant Superintendent

JOB SUMMARY: Contribute to the effective and efficient technology operations in the district. Provide troubleshooting and technical support for those using district systems. Provide troubleshooting, diagnosis, support of software, equipment and maintenance/repair of computers, laptops, mobile devices, printers, projectors, sound fields, whiteboards, phones and other peripherals. Assist with district level technology implementations. Support the academic mission, district goals and policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 40%** Provide first line of technology and phone support for district staff via telephone and remote access
- A. Monitor the help desk and direct calls as appropriate that are not immediately addressable.
 - B. Assist with user support including user accounts in active directory environment, intranet, student information, fee pay, student and parent portal, email, teacher web pages and learning management system.
 - C. Respond to users via phone, in person, and through remote control.
 - D. Respond to support issues as they are escalated from building level technical support staff and or lab assistants.
 - E. Provide basic network administration including password administration, group maintenance, and security administration on district device and web-based systems.
 - F. Coordinate and maintain help desk ticketing system for IT Department.
 - G. Assist with the utilization of TIES student information system and connected modules.
 - H. Provide support for district learning management systems.
 - I. Provide support for web-based services.
 - J. Provide support for district owned software and applications.
 - K. Suggest basic to moderate improvements and/or upgrades.
- 30%** Provide basic support of district phone system, voice over IP phone and voicemail system
- A. Setup up new phones and voicemail for staff.
 - B. Manage day to day questions and issues related to phone system.
 - C. Manage day to day questions and issues related to voicemail system.
 - D. Manage moves/adds/changes on phones and 911 database.
 - E. Work in collaboration with the director of technology to document moves/adds/changes and maintain 911 database.
- 20%** Perform basic support to district technology equipment
- A. Resolve common hardware and software problems on district equipment.

- B. Diagnose and repair basic to moderate hardware and software problems – computers, mobile devices, printers.
- C. Diagnose and repair instructional and classroom peripherals and related software – projectors, sound fields, whiteboards.
- D. Work in collaboration with the District IT staff to ensure computers/devices are prepared to support academic and business initiatives (testing, classroom, reporting, finance).
- E. Visit school sites to perform repairs, respond to help desk calls, install equipment and software as needed to successfully complete tickets in help management system.
- F. Assist in setup of devices including setting up profiles, downloading applications and preparing for staff or student use.
- G. Assist in the re-imaging of computers, iPads or other devices.

10% Professional responsibilities, communication, documentation and coordination for the IT Department

- A. Ensure appropriate resolution to troubleshooting hardware and software issues.
- B. Communicate resolution or issue status to user(s) and director of technology.
- C. Provide documentation through helpdesk ticketing system for IT Department.
- D. Support asset and inventory for district owned equipment.
- E. Assist in checkout and management of devices for the IT department.
- F. Coordinate identification and deployment of necessary equipment and system access for newly hired staff members and changes needed due to staff reassignments, transfers, retirements and resignations.
- G. Research repair and upgrade costs.
- H. Participate in meetings, such as: building staff meetings, department meetings, open houses, and others as needed.
- I. Participate in technology conferences and professional growth activities to update awareness of current software, hardware and systems.

Performs other duties as assigned or requested.

WORK REQUIREMENTS AND CHARACTERISTICS:

Education/Certification Requirement:

- High School diploma or equivalent.
- Minimum 2 year AAS degree with an emphasis or major in IT or technology related field.

Experience:

- Experience with technology, data management, systems integration, information systems.
- Experience with customer service and support.

Essential Skills Required to Perform the Work:

- Ability to understand urgency of an issue.
- Able to provide basic oral and written communications.
- Ability to follow written and verbal direction.
- Ability to work as a team and interrelate with others.
- Ability to maintain confidentiality.
- Ability to work with interruptions, multi-task, organize and prioritize work assignments.
- Ability to vary sequence of duties.
- Ability to work collaboratively.
- Ability to provide courteous customer service relations.

- Ability to inter-relate with others and present a positive interaction with public, peers and administration in all communications.
- Possess troubleshooting ability.

Machines, Tools, Equipment, Electronic Devices, and Software Required:

- Operates PC and Macintosh workstations; multi-function printers/copiers/scanners; wireless/handheld devices; projectors; sound fields and projection displays.
- Performs maintenance and repairs on equipment as necessary.
- Utilizes software tools: email; educational software; print management; food service management; antivirus management; web services; User management; security management; desktop management, student information systems, application software, internet browsers.

Supervision of Other Employees:

- This position does not provide supervision or work direction to other district employees.

Physical Job Requirements:

- Position includes sitting in the same position for extended periods of time and with continual computer keyboarding.
- Position involves moving about within the buildings and work area.
- Position frequently lifts equipment or supplies of 35 pounds and occasionally lifts up to 50 pounds.
- Position includes listening and talking.

Mental Job Requirements:

- Position requires excellent communication skills, ability to analyze data to make decisions.
- Position involves multitasking and organizing and prioritizing work assignments while dealing with interruptions.
- Position involves responding to multiple and, at most times, simultaneous requests for assistance from administrators, building staff and teachers.
- Position manages multiple projects and deals with many deadlines.
- Position involves extreme accuracy on a daily as well as permanent basis.
- Position involves analyzing data, problem solving, and troubleshooting complex issues on own initiative.
- Position involves learning new technologies and systems integrations on own initiative.
- Position involves exploring options, advising, and selecting among solutions.

Working Conditions:

- Majority of work is performed in an office setting in a school building with little exposure to the outdoors.
- Position involves travel between buildings.
- Position involves exposure to server and electrical equipment, noise and dust from hardware.
- Position involves frequent exposure to printer inks and toner.

Job Outcomes:

- Projects a positive, cooperative and respectful attitude with students, parents, other employees and community members.
- Provides technical expertise, consults with, advises and collaborates with staff concerning issues, objectives, goals, and strategies for the integration of technology throughout the District.
- Supports teachers, staff, parents and student clients by providing technical support via the telephone and remote access.

- Constructively contributes to the daily operations in the IT Department.
- Provides expertise, technical support and guidance that will encourage staff to make full use of available educational technology.
- Supports academic mission, district goals and policies.

This description describes the general nature and work expected of an individual assigned to This position. Employees may be required to perform other job-related duties as requested by Their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.