

**JOB DESCRIPTION**  
**Puyallup School District**  
**Professional Technical - Level 7**

**HelpDesk Technician 1**

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**Purpose Statement**

The position of HelpDesk Technician 1 is our basic level of technology service to staff, students, and the community we serve. The HelpDesk Technician should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

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**Essential Functions**

- Works with technology departments to accomplish the needs and in support of the district.
- Communicates proactively and clearly with various teams within the department and the district to ensure follow-through.
- Manage tasks, timelines, and deadlines with assurance to customers.
- Contributes knowledge and expertise of area to department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Collaborates with all department teams and leadership as well as other teams or departments.
- Follows direction of team lead.

**HelpDesk Technician Focused Functions**

- Provides first level of service to customers both inside and outside the district via phone, email, walk-ins and/or tickets.
- Provides a high level of customer service.
- Assesses, troubleshoots, diagnoses, and repairs any technology of the district.
- Prioritizes incoming technology issues and assign to necessary team for urgent resolution.
- Plans, communicates, and coordinates work with team lead.
- Helps maintain processes and procedures for HelpDesk team.
- Constantly updates Asset Inventory System to reflect current inventory.

**Other Functions**

- Works with department leadership team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge, and Abilities**

SKILLS include customer service around a friendly, positive attitude; being professional and respectful in all interactions; understand customer's needs and meeting them where they are at (empathy); setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. Attention to detail for troubleshooting issues and escalating to other teams when necessary. Perform multiple tasks with the potential need to upgrade skills to meet changing job conditions.

KNOWLEDGE of ticket system and procedures; verbal and written etiquette and procedures; basic technology troubleshooting procedures. Windows Operating Systems and associated technologies; basic knowledge of Microsoft environment including: Active Directory, Azure, Windows servers, user accounts, licensing, etc.; basic knowledge of applications and software including: integrations, rostering, assignments, authentication, etc.; basic knowledge of device management including: on-boarding and surplus, installation of various software, policies, etc.; basic knowledge of classroom technologies including: projectors, document cameras, classroom sound systems, TV/displays, printers, accessories, peripherals, cables, etc.; basic knowledge of networks including: Wi-Fi, LAN/WAN, switches, routers, Wireless Access Points (WAP), network cables, etc.

ABILITY to identify and prioritize impact and urgency of varying issues and follow procedure for escalation; work under pressure situations while still maintaining a high level of work integrity and professionalism. Clearly and concisely communicate technical information to non-technical audiences; ask clarifying and thorough questions to further identify potential issues and resolutions; listen and seek to understand customers' needs. Exercise sound judgment including appropriate handling of confidential matters. Follow procedures for filling out tickets and/or other communications to assist customers and other department staff; update documentation and procedures including seeking feedback from others and supervisor to ensure standards and accuracy. Learn continually and keep abreast of technological changes in the field.

## **Responsibility**

Responsibilities include: working under limited supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

## **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing.

**Experience** Customer Service experience required.  
Experience working in a HelpDesk position and/or school district preferred.

**Education** No education required.  
Able to obtain CompTIA A+ certification within 1 year of start date.

Other experience and/or education may be substituted for required experience and/or education.

## **Required Testing**

No pre-employment Proficiency Test is required

## **Certificates/Licenses**

Valid Driver's License and Evidence of Insurability

## **Clearances**

Criminal Justice Fingerprint/Background Clearance