

HelpDesk Technician 2

Purpose Statement

The position of HelpDesk Technician 2 is our intermediate 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.

Essential Functions

- Works with department teams and various other departments to ensure coordination of HelpDesk team and resources to accomplish the needs and support of the district.
- Works with department staff and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- 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.
- Drives the success of the HelpDesk and department constantly pushing the limits of what can be accomplished.
- 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.
- Assess, troubleshoot, diagnose, and repair 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 develop and maintain processes and procedures for HelpDesk team.
- Constantly update Asset Inventory System to reflect current inventory.
- Ability to handle escalation issues and priorities to proper teams and leadership.
- Resource for other HelpDesk Technicians and department staff of processes, procedures, and troubleshooting to resolution or escalation.
- Higher technical knowledge and troubleshooting of technology issues.
- Trains and helps lead other HelpDesk Technicians.

Other Functions

- Leads small teams to accomplish tasks, projects, and goals of department.
- 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). Leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district; setting and adjusting work priorities for a variety of technical support staff; proper handling of conflicting priorities by seeking supervisor input and/or making decisions based off of impact and urgency of issue and service expectations; 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. Identify inefficiencies and/or gaps in policies and procedures and provide recommendations for improvement. 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; intermediate technology troubleshooting procedures. Windows Operating Systems and associated technologies; intermediate knowledge of Microsoft environment including: Active Directory, Azure, Windows servers, user accounts, licensing, etc.; intermediate knowledge of applications and software including: integrations, rostering, assignments, authentication, etc.; intermediate knowledge of device management including: onboarding and surplus, installation of various software, policies, etc.; intermediate knowledge of classroom technologies including: projectors, document cameras, classroom sound systems, TV/displays, printers, accessories, peripherals, cables, etc.; intermediate

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 where customers are at and meeting their needs. Exercise sound judgment including appropriate handling of confidential matters; handle difficult situations and customers and know when to escalate to supervisor. Follow procedures for filling out tickets and/or other communications to assist customers and other department staff; collaborate with other teams to collect data and document for technology issues; thorough understanding of department teams and digital platforms with ability to identify potential issues and work with supervisor and/or teams to improve service; 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. Must be able to lift up to 50 pounds using proper lifting techniques.

Experience Minimum one (1) year experience working in a HelpDesk environment required.
Minimum one (1) year experience working in IT required.

Education Associates degree or higher in technology field and/or holds current CompTIA A+ certification.
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