

Job Description

Job Title: Help Desk Technician

Exemption Status/Test: Nonexempt

Reports to: Chief Technology Officer

Date Revised:

Dept./School: Information Technology

Primary Purpose:

Provide a single point of contact for all district staff to resolve problems relating to computer- and communications-related services. Responsible for phone support, technology issue evaluation, and distribution of technology-related work orders.

Qualifications:

Education/Certification:

High school diploma or GED

Special Knowledge/Skills:

Broad knowledge of computer hardware and software applications

Knowledge of various operating systems (UNIX, DOS, Windows, Macintosh)

Knowledge of software used to develop spreadsheets, databases, and do word processing

Ability to detect and resolve technical or technology-related problems

Excellent organizational, communication, and interpersonal skills

Major Responsibilities and Duties:

Telephone Support

1. Receive phone calls and work cooperatively to assist end-users to resolve problems and use software and hardware. Communicate with software and hardware vendors to resolve end-user problems.
2. Communicate with programmer/analyst to detect and resolve end-user problems with internally developed applications and database management.

Technical Support

3. Process technology-related work orders and assign priority to work orders. Evaluate and recommend technology-related repairs and costs. Arrange for contract repairs for work that cannot be performed by district staff.
4. Analyze and identify trends in issue reporting and devise preventative solutions.

Records and Reports

5. Maintain phone log records and use data to identify areas for improvement including training and maintenance support.

6. Track all software materials and licenses, performing routine inventories and filing.
7. Compile, maintain, and file reports, records, and other documents as required.

Other

8. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
9. Follow district safety protocols and emergency procedures.

Supervisory Responsibilities:

May be responsible for on-site leadership of computer technicians.

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

Posture: Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

Motion: Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

Lifting: Moderate lifting and carrying (up to 44 pounds)

Environment: Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____