

SCHOOL DISTRICT OF DESOTO COUNTY

HELP DESK TECHNICIAN

JOB DESCRIPTION

QUALIFICATIONS:

- (1) High school diploma or equivalent
- (2) Experience with basic computing skills desired
- (3) Experience answering and logging calls desired
- (4) Experience with Student Information Systems and FERPA
- (5) Valid Florida's driver's license.
- (6) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to handle multiple tasks in a professional and courteous manner. Ability to answer a telephone in a professional and courteous manner. Skill in analysis, problem-solving and communication. Basic knowledge of computer systems. Ability to carry out job responsibilities and handle sensitive information in a confidential manner. Ability to work independently. Ability to work cooperatively with others.

REPORTS TO:

Information Technology Coordinator

JOB GOAL

To provide a first line of defense for technical issues that arise in the district. Answering phone calls and providing basic troubleshooting steps to ensure a successful outcome and handling of issues that are reported.

SUPERVISES: N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- *(1) Taking initial telephone, email, and ticketing inquiries.
- *(2) Troubleshooting and managing simple hardware, software or network problems.
- *(3) Recognizing and escalating more difficult problems to district support.
- *(4) Logging call activity into ticketing system.
- *(5) Assist in routing incoming requests to a proper workflow.
- *(6) Running reports and analyzing common complaints and problems.
- *(7) Demonstrate initiative in the performance of assigned responsibilities.

Employee Qualities/Responsibilities

- *(8) Excellent phone and conversational skills.
- *(9) Excellent problem-solving and critical thinking skills/
- *(10) Meet and deal effectively with the general public, staff members, parents, administrators and other contact persons using tact and good judgment.
- *(11) Follow attendance, punctuality and other qualities of an appropriate work ethic.

HELP DESK TECHNICIAN (Continued)

- * (12) Ensure adherence to good safety standards.
- * (13) Maintain confidentiality regarding school/workplace matters.
- * (14) Model and maintain high ethical standards.
- * (15) Maintain expertise in assigned area to fulfill position goals and objectives.
- * (16) Participate successfully in the training programs offered to increase skill and proficiency related to assignment.

Inter/Intra-Agency Communication and Delivery

- * (17) Exercise service orientation when working with others.
- * (18) Keep supervisor informed of potential problems or unusual events.
- * (19) Use effective, positive interpersonal communication skills.
- * (20) Respond to inquiries and concerns in a timely manner.

System Support

- * (21) Exhibit interpersonal skills to work as an effective team member.
- * (22) Follow federal and state laws as well as School Board policies, rules and regulations.
- * (23) Demonstrate support for the school district and its goals and priorities.
- * (24) Demonstrate initiative in identifying potential problems or opportunities for improvement.
- * (25) Perform other tasks consistent with the goals and objectives of this position.

*Essential Performance Responsibilities

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the district's approved compensation plan.
Length of the work year and hours of employment shall be those established by the district.

COMPENSATION:

Compensation for this position is Pay Lane **D06 (11 MONTH) E04 (12 MONTH)**

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.