Help Desk Technician – Testing and Assessment

DEFINITION:

Under the direction of the Coordinator of Testing and Assessment, the Help Desk Technician will maintain accurate data in the various assessment platforms, troubleshoot issues, and support district staff in all areas related to Testing and Assessment, including related programs, as needed.

QUALIFICATIONS:

Experience: Minimum of two years' experience in the operation of personal computers, peripheral equipment, and desktop applications in a local area network environment; public relations skills demonstrating effective user support and technical assistance.

Education: Equivalent to completion of two years of college desired.

DISTINGUISHING CHARACTERISTICS:

This position is characterized by a high degree of independent action and accuracy, related to maintaining and supporting the department's technical responsibilities. This position requires a broad knowledge of the procedures, laws, and technical requirements related to department functions and the ability to provide a high level of clerical and technical assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under the direction of the Coordinator of Testing and Assessment,

- Updates and extracts data using appropriate data warehouse platforms.
- Compiles analyzes and prepares a variety of record extracts.
- Supports instructional leaders and teachers in the use of assessment systems.
- Supports and maintains other Testing and Assessment related software with vendors and IT department staff.
- Consults with in-house Information Technology staff about issues that may need advanced technical support.
- Troubleshoots various technical issues with vendors and IT department staff related to the data warehouse and Testing and Assessment software applications via phone, email, or in-person; and escalate as needed.
- Provides one-on-one or group training to school staff.
- Assists with establishing standards, procedures, and best practices for gathering, assembling, and verifying data.
- Attends meetings, workshops, and conferences related to student data.
- Assists in the creation of letters, memorandums and user documentation, manuals, and other advanced technical documents related to Treating and Assessment.
- Continues developing knowledge and skills in research and data related to this position.
- Performs other duties as assigned that support the overall objective of the position.

KNOWLEDGE:

- Student information system and supporting assessment programs.
- Experience working with vendors and IT department staff.
- Experience gathering data and producing spreadsheets.
- Familiarity with database management software maintenance.
- District policies, procedures related to program evaluation.
- Windows computer operating systems, Microsoft Office Suite and other word processing, spreadsheet, desktop publishing and database management software, and Google applications.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience, and courtesy.

ABILITIES AND SKILLS:

- Organize, compile, and analyze data; accurately produce and interpret findings, and create narrative and graphic explanations of that data.
- Accurately analyze and interpret assessment, research, and evaluation results.
- Compile analyze and prepare a variety of data extracts to be sent to outside agencies or departments.
- Operate a computer and related software.
- Maintain confidentiality of sensitive information, following district policies and state law.
- Communicate clearly and concisely, both orally and in writing.
- Train others and provide help desk support.
- Interact positively, flexibly, and patiently with co-workers, supervisors, the community, and vendors to maintain cooperative and effective working relationships.

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- Multitasking.
- Handle a multitude of responsibilities with minimal supervision.
- Define problems, collect data, establish facts and draw valid conclusions.
- Carry out detailed written, oral, and technical instructions.
- Learn new skills to keep current with technology changes.
- Meet schedules and timelines.
- Analyze situations accurately and adopt an effective course of action.
- Prioritize and schedule work.
- Review and verify input and output data to assure accuracy and efficiency.
- Provide support to staff at schools and in other district departments.

PHYSICAL REQUIREMENTS:

Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching, and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include the ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.