RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: **HELP DESK ANALYST III (Range 40)**

BASIC FUNCTION:
Under the direction of an assigned supervisor, the Help Desk Analyst III position will lead various Technology Services projects, will provide overall analysis for various application projects, field projects, and networking projects.

REPRESENTATIVE DUTIES:
Provides overall analysis for various projects, including projects for networking, applications and the field. *E*

Assists management with overall project planning, priority setting and development and maintenance of project schedules. *E*

Installs, tests and evaluates third-party software, diagnoses problems and provides updates and serves as a district resource for training and evaluation of software. *E*

Trains all new analysts and serves as contact for all technical questions. *E*

Installs and maintains networks hardware/software communication lines, diagnoses communication problems, tests software and troubleshoots problems. *E*

Provides hardware and software resource management including file structure, database maintenance, telecommunications management and configures monitor networks. *E*

Assists users with a variety of questions regarding computer issues. *E*

Provides for system security and maintains user accounts providing access to specified systems. *E*

Provides technical expertise on various matters regarding computer hardware and software and keeps abreast of emerging technology. *E*

Provides proper documentation for assigned projects, maintains operational documentation and assures compliance to standards. *E*

Provides formalized training to users as necessary in new or revised systems and on-going orientation to existing district technology assets. *E*

Develops and deploys standards, methodologies, and best practices for applications deployment, business process improvement, application interfaces, and reports. *E*

Provides proper documentation for assigned programs, maintains computer run manuals and assures correct operations of programs. *E*

Assists with research of applications software products and services, and coordinates feasibility studies for applications software and system products under consideration for purchase. *E*

Take the lead on communication between departments and divisions. *E*

Provide user support for Technology Services developed programs. *E*

Work with management to develop, establish and implement student experiences in the department, e.g. student tech help squads, job shadows and internships.

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Participate in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
Knowledge of:
All aspects of Technology Services including Client/Server computing environment
Overall analysis techniques and system configuration design methods
Principles and techniques of systems and procedures analysis, design and documentation
Operation, capabilities and limitation of computer equipment
Interpersonal skills using tact, patience and courtesy
Oral and written communication skills
Providing work direction and guidance to others
Project management and implementation plans

Ability to:
Analyze user needs and develop effective systems and programs
Set priorities and lead assignments for technology services personnel
Provide work direction and guidance to technology services personnel
Train others on new systems
Communicate effectively both orally and in writing
Understand and follow oral and written directions
Prepare clear, complete and concise reports and records
Meet schedules and time lines
Establish and maintain cooperative and effective working relationships with others
Develop leadership in others

EDUCATION AND EXPERIENCE:
Associate Degree in Computer Science or related field and four (4) years related experience in hardware and software computing systems. Additional experience may be substituted for education on a year-for-year basis. The minimum experience requirement can include any combination of student system/state reporting experience, networking, programming, computer operations and desktop/portable computing system experience. Experience with Windows, Mac and Google based office suites, internet browsers and email is required.

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Six (6) years of direct support of student information systems and/or California state reporting systems is also desirable.

WORKING CONDITIONS/ENVIRONMENT:
Office environment with travel between district sites
Drive a vehicle to conduct work
May be required to use a personal vehicle
May be required to use a District vehicle

Physical Abilities:
Seeing to perform activities
Hearing and speaking to exchange information
Dexterity of hands, wrists and fingers to operate equipment
Lifting up to 50 lbs. to move equipment
Reaching overhead, above the shoulders and horizontally
Bending at the waist
Kneeling or crouching to service equipment
Sitting for extended periods of time

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Hazards:
Exposure to electrical power supplies

LICENSES AND OTHER REQUIREMENTS:
Valid California Driver's License
Must have access to a vehicle with valid automobile insurance.

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