RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: **HELP DESK ANALYST II** **(Range 38)**

BASIC FUNCTION:
Under the direction of an assigned supervisor, the Help Desk Analyst II position will perform a variety of technical assignments in the area of software, hardware and training.

REPRESENTATIVE DUTIES:
Installs and maintains operating systems such as Windows based PC's, Mac OS based computers, Android based computers, and iOS devices including desktops, laptops, cell phones, tablets and Chrome devices. *E*

Installs and maintains office automation software. *E*

Configures and sets up external devices such as projectors, interactive projectors, electronic boards, document cameras, and other external devices for classroom computers. *E*

Troubleshoots and resolves problems with PC hardware, software, peripherals and equipment. *E*

Trains, supports, and assists District staff on the proper operation of the district computer systems. *E*

Provides technical support and formalized training to stakeholders for computer operations and applications, including the installation of new hardware and software. *E*

Provides coverage of telephones, answers technical questions, identifies problems, solves problems and enters work request into an automated work order system. *E*

Configures network and stand-alone printers, adds printers, print devices, and troubleshoots printing problems. *E*

Diagnoses defects in equipment operation and performs skilled work in repair of such equipment. *E*

Performs software troubleshooting of approved district software applications, projector software, and other interactive board software. *E*

Troubleshoots hardware issues for interactive boards, desktop and laptop computers, apple computers, chrome devices, and printers not classified as business machines. *E*

Provides recommendations to sites when parts for repairs or new equipment needs to be ordered and works with vendors to track parts and/or equipment ordered. *E*

Provides technical support, help and/or solutions for any new/approved district systems/applications such as the Student Information System (SIS), 'in-house' developed applications and office automation software. *E*

Uses various support programs such as remote connection software to provide technical support to district users. *E*

Creates, develops and provides formalized training of network services software/hardware responsibilities and instructional materials pertaining to SIS support and district approved applications. *E*

Develops and documents internal technical procedures pertaining to SIS support and other district approved applications. *E*

Evaluates and tests new application programs and provides feedback as requested. *E*

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Resolves network communication problems related to remote site equipment, routers, switches, data and telephone lines, servers, and wireless devices. *E*

Installs, maintains and modifies Local Area Network (LAN) and Wide Area Network (WAN) software applications. *E*

Sets up, installs, replaces and maintains computers and server related equipment, including remote communication hardware and software. *E*

Assembles data communication cables and interfaces. *E*

Sets up, configures and installs network equipment including servers, routers, Voice Over Internet Protocol (VOIP) systems and battery backups. *E*

Monitors and maintains district servers including Central Processing Unit (CPU) usage, disk usage and system performance. *E*

Maintains district endpoint management software to distribute monthly updates. *E*

Maintains district backup systems, enterprise virus solutions and user accounts through Active Directory. *E*

Provides backup to other technical support personnel.

Works with site personnel to maintain department website.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
Knowledge of:
RUSD policies, regulations and procedures as related to district functionality
Principles and practices of information technology
Proper methods of storing equipment, materials and supplies
Record keeping techniques
Hardware and software record retrieval and storage systems
Computer hardware and software operating systems, databases and applications
Data network protocols and concepts
Technical understanding of data network hardware and software products
State reporting process and its interaction with the SIS

Ability to:
Learn and adapt to any changes in the technology industry
Recommend the appropriate hardware and software for schools to make good choices
Provide work direction and guidance to others
Analyze user needs and develop effective technical solutions
Communicate information technology procedures and requirements to users
Maintain routine records
Provide telephone coverage and technical support
Utilize automated work order system to enter and manage work requests
Perform routine equipment maintenance
Operate computers and peripheral equipment properly and efficiently
Execute a variety of computer procedures according to detailed instructions
Work independently with little direction
Diagnose and resolve hardware and software problems
Instruct users on ways to avoid their most common problems

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Prioritize, set schedules, and meet timelines
Respond appropriately to inquiries or complaints from customers
Learn and interpret district policies, procedures and rules
Maintain a professional customer service attitude
Maintain effective working relationships with others
Install hardware and software
Exercise good judgement
Communicate effectively both orally and in writing
Understand and follow oral and written directions
Read and use technical procedure manuals and media
Maintain accurate records
Follow oral and written instructions

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. Four (4) 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

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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