

# JOB DESCRIPTION

## PATERSON BOARD OF EDUCATION

### OFFICE OF TECHNOLOGY

4568 Helpdesk Coordinator

Page 1 of 5

**JOB TITLE:** Helpdesk Coordinator

**SUPERVISES:** N/A

**REPORTS TO:** Director of Business Applications or Designee

#### **Nature and Scope of Job:**

Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solution.

#### **Responsibilities:**

The Helpdesk Coordinator shall:

1. Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
2. Respond to queries either in person or over the phone.
3. Issue technical bulletins to inform users of system changes.
4. Assist Network operations and Systems programming staff where applicable.
5. Maintain daily performance of computer systems.
6. Resolve technical problems with LAN, WAN and other systems.
7. Provide Enterprise application training and assistance as required.
8. Follow up with staff to ensure issue has been resolved.
9. Assist the Director of Business Applications with Special Edition Projects.
10. Conduct in-service training as required.
11. Display ethical and professional behavior in working with students, parents, school personnel, and outside agencies associated with the school.
12. Serve as a role model for students and staff in demonstrating positive attitudes, appropriate attire and grooming, and an effective work ethic.
13. Participate in appropriate in-service and workshop programs and attend any required meetings.
14. Use computers and/or electronic equipment to fulfill job functions.

# JOB DESCRIPTION

## PATERSON BOARD OF EDUCATION

### OFFICE OF TECHNOLOGY

4568 Helpdesk Coordinator

Page 2 of 5

15. Protect confidentiality of records and information gained as part of exercising professional duties and use discretion when sharing any such information within legal confines.
16. Adhere to federal statutes and regulations, New Jersey school law, construction codes, State Board of Education rules and regulations, Board of Education policies and procedures, and contractual obligations.
17. Perform any duties and responsibilities that are within the scope of employment, as assigned by their supervisor, and not otherwise prohibited by law or regulation.

#### **Qualifications:**

#### **Minimum requirements:**

The Helpdesk Coordinator shall:

1. Hold an Associates Degree or two (2) years of relevant experience.
2. A+ Certificate required.
3. Have in-depth knowledge of LANS and WANS.
4. Have in-depth knowledge of PC development tools and associated personal computers.
5. Hold and maintain a valid driver's license with no serious violations.
6. Have excellent integrity and demonstrate good moral character and initiative.
7. Exhibit a personality that demonstrates interpersonal skills to relate well with students, staff, administration, parents and the community.
8. Demonstrate the ability to communicate effectively in English , both orally and in writing, using proper grammar and vocabulary bilingual ad plus.
9. Have a strong analytical ability.
10. Must be willing to train support staff as knowledgeable, help desk team.
11. Must be able to work and communicate with a wide range of staff and management personnel.
12. Must be willing to work beyond standard work hours when deemed necessary.
13. Must be able to take leadership responsibilities when needed.

# JOB DESCRIPTION

PATERSON

BOARD OF EDUCATION

OFFICE OF TECHNOLOGY

4568 Helpdesk Coordinator

Page 3 of 5

14. Provide proof of U. S. citizenship or legal resident alien status by completing Federal Form 1-9 in compliance with the Immigration Reform and Control Act of 1986.
15. Provide evidence that a criminal record history check has been conducted and clearance has been given by the Department of Education. During the initial six month period provide a sworn statement that the individual has not been convicted of a crime or a disorderly person's offense in accordance with 18A:6-7.1.
16. Provide evidence that health is adequate to fulfill the job functions and responsibilities, with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4.
17. Pass the state required Mantoux Intradermal Tuberculin Test as required by N.J.A.C. 6:34A.4.
18. Meet such alternatives to the above qualifications as the Superintendent may find appropriate and acceptable.

## Employment Terms:

The Helpdesk Coordinator shall be employed under the following terms:

- Work year of twelve months.
- Salary, benefits, leave time, and conditions specified in the Collective Bargaining Agreement.
- Conditions established by laws and codes of the State, and policies, rules, and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).

## Verification of Competency:

- District application and resume.
- Required documentation outlined in the qualifications above.
- A minimum of three letters of reference from former employers, teachers, or other professional sources.
- Employment interview.

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

# JOB DESCRIPTION

PATERSON

BOARD OF EDUCATION

OFFICE OF TECHNOLOGY

4568 Helpdesk Coordinator

Page 4 of 5

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Be required to stand; walk; use hands to manipulate fingers, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl.
4. Have specific vision abilities required by this job include color vision, close, vision, depth perception and ability to adjust focus.
5. Be able to lift and/or move (to various locations) up to ten (10) pounds, frequently lift and/or move up to thirty-five (35) pounds and occasionally lift and/or move up to 70 pounds. This would include computers and/or peripherals, ladders (6' — 12'), spools of cable, and equipment cabinets, to the third floor via stairs in any particular building.
6. Speak and hear.
7. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
8. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
9. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

## **Environmental Demands:**

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times

# JOB DESCRIPTION

## PATERSON BOARD OF EDUCATION

OFFICE OF TECHNOLOGY  
4568 Helpdesk Coordinator

Page 5 of 5

### Evaluation:

The Director of Business Applications or designee shall evaluate the Helpdesk Coordinator in accordance with Policy No. 4220, Regulation No. 4220, this Job Description, and such other criteria as shall be established by the Board of Education.

Eileen Shafer (JP)  
Approved

1/25/18  
Date