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**Job Title:** Technician III – Help Desk

**Supervisor:** Help Desk Manager

**Terms of Employment:** 246 days

**Job Summary:**

This is a technician III position focused on providing end user and device technical support for all district-provided hardware, software and technology systems via telephone, e-mail, ticketing system, and face-to-face.

**Essential Duties:**

1. Provide assistance with incoming requests from end users via telephone, e-mail, and ticketing system in a courteous manner.
2. Provide technical support to stakeholders for computers, tablets, interactive devices, projectors, and all other district-provided technology over the phone and in person.
3. Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
4. Record, track, and document the help desk troubleshooting process through to final resolution.
5. Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
6. Identify and learn appropriate software and hardware used and supported by the organization.
7. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications.
8. Test fixes to ensure the problem has been adequately resolved.
9. Perform post-resolution follow-ups to help requests.
10. Develop help sheets and frequently asked questions lists for end users.
11. Escalate issues when necessary to other areas of the Technology Department.
12. Serve as back-up for District Office Service Technician.
13. Serve as an escalation point for Help Desk Tech 1 positions.
14. Mentor/train Help Desk Tech 1 positions and knowledge transfer to end-users.
15. Be responsible for building and maintaining customer relations.
16. Prioritize tasks and managing time.

**Other Duties:**

Perform other tasks as may be designated by the Executive Director of Technology.

**Job Specifications:**

- Ability to learn and troubleshoot computer issues.



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- Hands-on experience with help desk and remote-control software
  - Solid technical background with an ability to give instructions to a non-technical audience.
  - Customer-service oriented with a problem-solving attitude.
  - Excellent written and verbal communications skills.
  - Work as a team to solve end user's computer issues.
  - The performance of this job will be evaluated annually in accordance with the provisions of the district's policy on Evaluation of Professional Personnel.

**Minimum Qualifications (Knowledge, Skills and Abilities Required):**

1. Associate degree or higher preferred.
2. Industry specific certifications preferred. (A+ Cert, Dell Certified Technician)
3. Experience troubleshooting hardware and software preferred.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand and reach with hands and arms; walk; sit; stoop or kneel; crouch or crawl.

- Additional physical requirements include the following:
- Physically capable of frequently lifting or moving up to 75 pounds.
- Specific vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Ability to sit and stand for extended periods of time.
- Manual dexterity for the purpose of using a telephone and data entry.
- Read a computer screen and printed material with or without vision aids.
- Hear and understand speech at normal levels and on the telephone.
- Speak in audible tones so that others may understand clearly in person and on the telephone.

**Work Environment:**

The work environment characteristics described here 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.

**Pay Grade: 115**

Please click [here](#) for salary scales.



***This job description in no way states or implies that these are the only duties to be performed by this employee. The employee will be required to follow any other instructions and to perform any other related duties as assigned by the appropriate administrator or supervisor. Horry County Schools reserves the right to update, revise or change this job description and related duties at any time without prior notice.***

*Revised 10-20-2025*