Adams12 Five Star Schools

Job Description
Prepared/Revised: March 2026

Job Title:	**Service Desk Analyst Tier 1**	Job Code:	**101125**
Job Family:	**Information Systems**	FLSA Status:	**Non-Exempt**
Pay Program:	**Administrative**	Pay Range:	**L01**
Typical Work Year:	**12 months**		

SUMMARY:
Responsible for the Service Desk Analyst role covering support aspects of technology for district users. Duties include remotely resolving Tier 1 support requests, managing walk-in customer service needs and escalating requests that require more advanced or specialized expertise. Accurately document all requests in detail for troubleshooting, escalation, and reporting purposes. Perform work duties within established policy and documented work procedures. Participate in continuous improvement efforts. Exemplify Customer Service in all interactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Provide technological support for IT Service Desk and Family Technical Support requests submitted via phone, online or walk-up. Provide solutions, offer workarounds, and/or give guidance to resolve requests directly with the customer on first contact where possible. Troubleshoot Tier 1 requests, including account login and multifactor authentication, video conferencing tools, application, network connectivity, operating system, device driver, and other documented issues within established guidelines. Document problem description and actions taken in detail. When necessary, accurately escalate and route tickets that require more specialized or advanced support resources.	D	50%
2. Perform Service Desk Identity and Access Management (IAM) tasks to ensure that appropriate and timely access is granted to new hires, job transfers, and employee and contractor terminations within established guidelines.	D	20%
3. Receive, log, handle preliminary communications and properly route calls and requests for the larger IT team and other organizational stakeholders. If necessary for the best Customer Service, maintain ownership of the resolution and customer interaction while other staff resolve the technical issues. Ensure that requests are properly closed out with the customer,	D	10%
4. Own the Customer Service experience for all issues resolved on the IT Customer Service Team. Maintain ownership and advocate for the customer on issues that do not have a clear responsible party until successful resolution is received. Ensure that requests are properly closed out with the customer.	D	5%
5. Coordinate hardware repair issues with third-party vendors; notify vendors of necessary repairs/parts and maintain accurate records of requests. Check-in/scan all new devices. Process departmental RMA's (return merchandise authorizations) and other items for shipping. Accurately document expenditure on non-warranty repairs.	W	5%
6. Identify, document and advocate for continuous process improvement as opportunities arise. Assist the Service Desk Team Lead in creating documentation for new technologies and processes.	D	5%
7. Perform other job-related duties as assigned.	Ongoing	5%
	TOTAL =	**100%**

EDUCATION AND RELATED WORK EXPERIENCE:

- Associate's degree in computer science, information systems or another technical field or equivalent work experience required.
- Minimum of two (2) years of Customer Service experience with a variety of computer hardware, software and operating systems.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Industry recognized technical certifications preferred in areas such as ITIL, HDI, Microsoft, CompTIA A+ or others.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to perform all job functions of Technical Support Analyst Tier 1
- Excellent Customer Service skills
- Ability to interpret and convey technical information to a non-technical audience.
- Ability to maintain appropriate confidentiality with student data and sensitive support requests.
- Demonstrated resourcefulness, responsibility, and initiative.
- Advanced computer troubleshooting, analysis, critical thinking, and problem-solving skills.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, District policies and building and department procedures.
- Ability to stay current with district policy, standards, and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIAL AND EQUIPMENT OPERATING KNOWLEDGE:

- Intermediate operating knowledge of and experience with personal computers, Macintosh computers, servers, peripherals, Windows and Mac OS
- Advanced operating knowledge of and experience with Microsoft Office.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Service Desk Manager	101124

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3

Stand		X		
Walk		X		
Sit				X
Use hands and/or fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

	Amount of Time			
WEIGHT and FORCE DEMANDS:	**None**	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare		X		
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute		X		
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

WORK ENVIRONMENT:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	**Required**
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X

Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	**Exposure Level**
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	