Job Description

Title: Help Desk Support Specialist  
FLSA Status: Non-exempt  
Classification: Administrative Support  
Immediate Supervisor: Director of Technology

Job Summary: This position is responsible for operating and maintaining the district’s technology help desk. This position also provides reporting support for the district and aids in the day-to-day operations of the technology department.

Hiring Specifications:

Education
- High school diploma or equivalent
- Associate’s degree in computer networking, computer science, computer information systems, management information systems or related field preferred

Certification
- None required

Experience
- Experience troubleshooting computer problems
- Experience communicating with a diverse user group
- Experience effectively working through stressful situations

Skills, Knowledge & Abilities
- Willingness to learn and keep technical skills current
- Ability to troubleshoot problems and come to a resolution
- Ability to work discreetly and maintain confidentiality
- Ability to communicate with a diverse group of people with varying technical backgrounds
- Ability to work in a team environment to achieve the current and future technology goals for the district
- Ability to handle multiple priorities concurrently
- Excellent organizational skills
- Ability to take initiative

Technology Requirements
- Knowledge of computer hardware and software
- Knowledge of Microsoft Office
- Knowledge of data organization techniques
- Knowledge of mapping systems and student information systems preferred

Supervision of Others:
- N/A

Personal Contacts:
- All district personnel
- Vendors and service providers
- Parents and other community members
Job Duties (Essential Functions indicated with E):

1. Answers district help desk phone and e-mail.  E
2. Troubleshoots technology support issues.  E
3. Assists in the day-to-day operations of the technology department, including ordering parts/supplies and other secretarial duties.  E
4. Assists with district enterprise reporting.  E
5. Assists with setting up user accounts and security.
6. Discreetly handles confidential information.  E
7. Assists with district technology training.
8. Documents support tickets and hardware/software inventory.  E
9. Coordinates issue resolution with the Technology Support Specialists and other technology department staff.  E
10. Maintains and operates Edulog boundary system.  E
11. Performs other duties as assigned.

Physical Requirements:

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<th>NEVER 0%</th>
<th>OCCASIONAL 1-32%</th>
<th>FREQUENT 33-66%</th>
<th>CONSTANT 67%+</th>
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<td>A. Standing</td>
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<td>B. Walking</td>
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<td>C. Sitting</td>
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<td>D. Bending/Stooping</td>
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<td>E. Pushing/Pulling</td>
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<td>G. Climbing/Stairs</td>
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<td>H. Driving</td>
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<td>I. Lifting</td>
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<td>J. Carrying</td>
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<td>K. Manual Dexterity Tasks</td>
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<td>L. Working Conditions</td>
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<td>Extremes in temp/humidity</td>
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Terms of Employment: Twelve-month contract per Board policy and administrative guidelines.

Date Last Revised: 10/6/10