

Job Description

Job Title: **Help Desk Coordinator**
 Job Family: **Information Systems**
 Pay Program: **Classified**
 Prepared/Revised Date: **November 23, 2010**

Job Code: **101123**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Responsible for providing technology support for help desk calls. Resolve 40-60% or higher of calls immediately while on the phone with the customer. Coordinates Help Desk responsibilities, administrates the HEAT call logging system and acts as a lead for the Help Desk Technicians. Prioritizes, evaluates, resolves and escalates calls as required, follows-up with customers. Manages work schedule for Student Computer Technicians. Enters employee time and attendance into PeopleSoft. Orders parts, equipment and supplies through warranty or purchase agreements. Keeps abreast of District hardware and software technology.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Provide technology support for help desk calls by entering calls into HEAT (Help Desk Automated Tool); determining whether problems are caused by hardware or software; and resolving calls immediately with the customer. Coordinate Help Desk responsibilities. Evaluate each call to determine appropriate response and referral; determine if on-site assistance by Information Technology staff or vendor is appropriate; prioritize each call; and escalate calls based on service level. Communicate with customers regarding call status and follow-up with customer to assess customer satisfaction level.	D	75%
2. Order parts, equipment software and supplies through warranty or purchase order agreements as needed or directed by IT management.	D	5%
3. Process transfers and expenditures of invoices in the district financial or purchasing card system. Review purchase card transactions, reconcile and prepare proper documents and reports for department and financial services.	D/M	5%
4. Administrator of HEAT call logging system and data base. Add, delete and edit tables within the system. Run backups and make necessary updates. Provide IT Management with data reports as needed through Crystal Reports.	W	5%
5. Manage work schedule for Bollman Technical Education Center (BTEC) students and follow up with customer regarding satisfaction and student performance. Report information to IT managers.	D	2%
6. Enter employee time and attendance into Peoplesoft program and submit related reports. Maintain confidentiality of all related data.	M	2%
7. Act as a lead to Help Desk Technicians, provide backup on computer warranty repairs and software approval process.	D	2%
8. Keep abreast of District hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members.	W	2%
9. Perform other job-related duties as assigned.	Ongoing	2%
	TOTAL =	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Courses in Windows and Macintosh Microsoft Office Suite.
- Post-secondary courses in computer science or information technology.
- Minimum of 3 years experience utilizing a variety of computer hardware, software and networking.
- Help desk experience preferred.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

- Student Information System certification preferred; required within 3 months after entering position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- 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, Superintendent policies and building and department procedures.
- 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.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Intermediate operating knowledge of and experience with personal computers, Macintosh computers, servers, peripherals, Windows, Mac OS and Microsoft Office.
- Working knowledge of data processing equipment, systems and techniques.
- Intermediate knowledge of HEAT software and Crystal Reports.
- Intermediate knowledge of Active Directory, District student information systems, educational software systems, library management systems, financial systems, and e-mail application preferred; required within 3 months after entering position.
- Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Manager of IT Customer Services	060911

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

- Responsible for assisting the supervisor as directed with the work schedule and performance follow-up of Help Desk Technician and Student Computer Technician(s).

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 accommodations 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 to finger, handle 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			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	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			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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	