

Job Description

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

Job Code: **1487**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 25**
 Typical Work Year: **10 months**

SUMMARY: Responsible for providing technology support for help desk calls. Resolve 60% or higher of calls immediately while on the phone with the customer. Duties include entering calls into tracking system, prioritizing calls, evaluating calls, resolving calls, and escalating calls as required, follow-up with customers; keeping 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. 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	80%
2. Coordinate computer warranty issues with third-party vendors, notify vendors of necessary repairs/parts and maintain accurate records of requests. Process transfer of expenditures on non-warranty parts for computer repairs.	D	5%
3. Maintain software approval procedures, requests and service level agreements. Track documents and requests through the process; communicate with the requestor of approval status. Monitor and maintain district owned software licenses.	D	5%
4. Keep abreast of District hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members.	W	5%
5. Perform other job related duties as assigned.	Ongoing	5%
	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 2 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 learn multiple programs and systems.
- 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.
- Operating knowledge of HEAT software required within 3 months after entering position.
- Operating knowledge of District student information systems, financial system, (SFS), Human Resources system, 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. required within 3 months after entering position.

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 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			
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		

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
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	