

Job Description

Job Title: **Service Desk Technician**
 Job Family: **Information Systems**
 Pay Program: **Classified**
 Prepared/Revised Date: **September 2015**

Job Code: **1487**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Responsible for service desk support covering all aspects of technology for district users. Duties include responding to incoming service desk calls, emails, and walk-ins maintaining a 40% or higher first contact resolution rate; entering calls into tracking system; prioritizing, evaluating and escalating calls as required. Enter and/or verify student household additions and changes in the student information system. Keep 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 service desk calls, emails and walk-ins which includes finding solutions or workarounds and resolving calls immediately with the customer; creating tickets in ITSM (IT Service Management Software); routing, prioritizing and escalating tickets based on service level. Maintain a 40% or higher first contact resolution rate. Communicate with customers regarding call status and follow-up with customer to assess customer satisfaction level.	D	60%
2. Coordinate computer warranty issues with third-party vendors; notify vendors of necessary repairs/parts and maintain accurate records of requests. Check-in/scan all new mobile devices. Process departmental RMA's (return merchandise authorizations) for shipping. Process transfer of expenditures on non-warranty parts for computer repairs.	D	5%
3. Assist in managing levels of user access to information on the network. Maintain and adjust district access passwords for users.	D	10%
4. Enter and/or verify student household data in student information system; new households and changes.	D	15%
5. Keep abreast of district hardware and software technology by taking classes, reading manuals and publications and communicating with other department team members.	W	5%
6. Perform other job related duties as assigned.	Ongoing	5%
	TOTAL =	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Expertise in Microsoft Office Suite.
- Post-secondary courses in computer science or information technology preferred.
- Minimum of 2 years experience utilizing a variety of computer hardware, software and networking.
- Service 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 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, 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.
- 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:	Administrative Data Services Executive Director	090529

	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 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		
Synthesize		X		
Evaluate			X	

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