

Help Desk Support Specialist

Purpose Statement

The job of Help Desk Support Specialist is done for the purpose/s of serving as a resource for users of district wide technology systems; analyzing problems and issues related to the information systems and related software; and assisting users with data integrity and reporting.

This job reports to the Manager of Network Infrastructure

Essential Functions

- Assesses work order requests for the purpose of determining and implementing solutions.
- Designs a variety of queries and reporting options for the purpose of responding to requests for specific data and developing new reports.
- Maintains manual and electronic documents, files and records (e.g. help desk log, work order system, etc.) for the purpose of providing up-to-date reference and audit trail.
- Maintains a variety of application software products and programs (e.g. loading user data, controlling passwords, scheduling backups, etc.) for the purpose of ensuring availability and functionality of district supported software.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Prepares instructions, notices, reminders, memos, etc. for the purpose of documenting activities, providing written reference, and/or conveying information.
- Responds to inquiries from assigned departments and schools regarding district supported software (e.g. MS Office, SASI, Follett, business systems, district website, etc.) for the purpose of resolving problems, providing information and/or referring to appropriate personnel.
- Support assigned projects and programs (e.g. spam filtering, web security, computer lab setup, data integrity, etc.) for the purpose of ensuring security and functionality of district supported software.
- Tutors school site staff (via telephone and in person) on functions and operating requirements of district supported software applications and peripheral equipment for the purpose of providing ongoing support and maximizing the capabilities of district staff.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment using pertinent software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems.

Specific knowledge based competencies required to satisfactorily perform the functions of the job include: business telephone etiquette; pertinent software applications; and current ticketing system. ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is desired.

Education Targeted, job related education with study in job-related area.

Equivalency

Required Testing

Job-Related Skills Proficiency Test

Certificates

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non Exempt

Approval Date

Salary Range

IB - TSA I