

Help Desk Technician

Reports to: Director of Technology

Qualifications

The Help Desk Technician should:

1. Have knowledge of DOS and Windows, along with knowledge of various software packages such as SIS, Microsoft Office, and Internet Explorer.
2. Be experienced in troubleshooting regarding technology used with PC's.
3. Maintain a willingness to keep abreast of current technology.
4. Have strong organizational skills and an ability to effectively schedule multiple projects/tasks to meet simultaneous deadlines.
5. Maintain a positive approach despite conflicting deadlines, shifting priorities, and simultaneous work demands.
6. Have the ability to develop positive working relationships with technical and non-technical users.

Other Requirements

Clearance on background check that is satisfactory to the Senior Administration. Possess positive character traits that are student-centered. Possess ability to interact and communicate effectively with others.

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, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Functions

1. Assist the Director of Technology in training faculty, staff, and community.
2. Assist the Director of Technology in the implementation and maintenance of the District Technology Plan.
3. Assist the Director of Technology in the installation and maintenance of computer networks, equipment, and software.
4. Perform onsite troubleshooting and minor repairs.
5. Assist in training of students on hardware, software, and specialized technology.
6. Provide Help Desk Tech phone support.

7. Assist in developing and maintaining the Technology Department budget.
8. Maintain technology inventory.

The physical demands described here 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 essential functions.

Physical Demands

While performing the duties of this position an employee is regularly required to sit, talk and hear. The employee is frequently required to walk and use fingers and controls. The employee is occasionally required to stand, reach and bend and lift and carry up to ten pounds. Close vision ability to look at a computer screen for long periods of time is required.

Attendance

Consistent and regular attendance is an essential function of this position

The work conditions and environment described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Conditions and Environment

The work environment is consistent with a typical office environment.

Evaluation of Performance and Employment

The evaluation of performance and consideration for employment will be under the jurisdiction of the Director of Technology in consultation with the Business Manager.

Type of Position

12 months, Non-exempt

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