Dist Coord 8 / Tech Help Desk

Purpose Statement

The job of Dist Coord 8 / Tech Help Desk is done for the purpose/s of providing computer hardware and software technical support to District personnel; managing the District Technology Help Desk; managing technology support personnel and workflow; assigning technology work orders to appropriate technology personnel; and providing information and/or direction as requested.

This job reports to Director of Technology

Essential Functions

- Administers maintains and improve support systems for the purpose of keeping the District's technology services operating and inline with current technologies.

- Analyzes applications, systems and user requirements (e.g. data sources, input requirements, reporting capabilities, work flows, etc.) for the purpose of creating and enhancing user requested specialized programs and systems.

- Collaborates with a variety of internal and external parties (e.g. district personnel, programmers, programmers analysts, database administrators, users, etc.) for the purpose of providing and/or receiving information and ensuring project success.

- Implements new software and system applications for the purpose of addressing organizational needs and providing operational capabilities to users.

- Maintains District eRate accounts for the purpose of Accurate and effective billing and usage in compliance with program guidelines and specifications.

- Maintains an inventory of parts for supported computers and servers for the purpose of minimizing hardware downtime.

- Maintains a menu system for students teachers, and other staff for the purpose of providing support in ensuring the ongoing availability of information and computer operation.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

- Provides training as needed (e.g. District staff, administrators, teachers, etc.) for the purpose of enhancing user knowledge of technology resources and systems.

- Researches computer hardware and software applications as well as evolving technologies for the purpose of acquiring knowledge about trends and ensuring compatibility with existing hardware and software systems.

- Responds quickly to reports of hardware and software problems, (e.g. staff, administrators, school site personnel, etc.) for the purpose of providing technical assistance, advice and support and implementing fixes as needed.

- Troubleshoots application software, hardware and software problems (e.g. Apple, third party, customized solutions, etc.) for the purpose of isolating bugs, implementing fixes and resolving issues or referring to appropriate Apple personnel.

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 single, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records including; supervising staff and project groups; and using pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: computer and network operations; system design; multiple operating systems (Mac OSX, Windows, Mac Legacy); and experience with ARD, MTP, AHT.

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently 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: setting priorities; flexibility; teamwork ethic; self-motivated; excellent verbal written communication skills; diplomacy; communicating effectively with persons of varied technical background; meeting deadlines and schedules; working flexible hours; and working with frequent interruptions.

Responsibility

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

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing. The job is performed in a generally hazard free environment.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Community college and/or vocational school degree with study in job-related area.

Equivalency:

Required Testing	Certificates and Licenses
Pre-employment Proficiency Test	Apple Certification Valid Driver's License & Evidence of Insurability
Continuing Educ. / Training	**Clearances**
Maintain required certifications for applicable computer platforms & Apple Certification	Criminal Justice Fingerprint/Background Clearance

FLSA Status	Approval Date	Salary Grade
Non Exempt		Lane 8