



Asst 4 / Help Desk Tech

Purpose Statement

The job of Asst 4 / Help Desk Tech is done for the purpose/s of answering, problem solving, and notification of network issues within the District; resolving help desk calls; updating technicians of daily issues; remotely completing work orders; and evaluating that technology hardware inventory is accurate and up to date.

This job is distinguished from similar jobs by the following characteristics: Responds to help desk calls and work orders related to all current district technology platforms; coordinates with other technicians to resolve work orders.

This job reports to Director of Technology or Designee

Essential Functions

- Administers district policies regarding use of computers and data access (e.g. updating virus software, set passwords, etc.) for the purpose of monitoring, and ensuring compliance with district policy and departmental guidelines.
- Configures and distributes district assigned computers to district personnel. for the purpose of ensuring availability for use by District personnel and students.
- Directs incoming Help Desk calls and electronic work orders to appropriate technicians for the purpose of providing timely and accurate resolution of work order requests.
- Interacts with the District network for the purpose of installing, configuring and troubleshooting workstations.
- Maintains a variety of manual and electronic files and/or records (e.g. work order logs, network access forms, Inventory records, etc.) for the purpose of communicating with clients, documenting activities, providing reference and audit trails.
- Monitors the status of the District's area network for the purpose of ensuring availability of network files and peripheral devices.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
- Performs initial workstation computer and peripheral installation (e.g. installation, testing, configuring, assigning passwords, security clearances, imaging, etc.) for the purpose of meeting the computer processing needs of the users.
- Provides a professional and knowledgeable phone presence for the purpose of instilling confidence, trust and customer care for all calls received.
- Provides limited training and inservice in general computer use, software applications, and file server operations for the purpose of ensuring the efficient use of computers and/or software application.
- Provides training for new district personnel on the proper use of assigned computer and other peripherals for the purpose of ensuring functionality for all users.
- Responds to requests for help, repairs, training, and/or upgrades through the online work order system for the purpose of providing information, scheduling appointments and/or referring to alternate resources.

- Responds to inquires from all district personnel for the purpose of providing support, technical advice and operational assistance.
- Troubleshoots user issues with computer workstations and servers (e.g. questions about application software, connectivity issues, peripheral malfunctions, etc.) for the purpose of providing immediate assistance to users for problem resolution.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, 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: SKILLS are required to satisfactorily perform the functions of the job include: teaching technical topics to non-technical audiences; adhering to safety practices; planning and managing projects; and gathering information to diagnose problems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: KNOWLEDGE Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current generation and legacy computer operating and networking systems (e.g. Windows, Mac, IOS, etc.); computer hardware/network and troubleshooting techniques; network security; and office application software.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others. Specific ability-based competencies required to satisfactorily perform the functions of the job include: developing effective working relationships; communicating with persons with diverse technical knowledge and skills; providing clear instructions; and setting priorities.

Responsibility

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. The job is performed under minimal temperature variations.

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:

Certificates and Licenses

Continuing Educ. / Training:

Clearances

FLSA Status
Non Exempt

Approval Date

Salary Grade
Lane 4

