

**Central Valley School District
Job Description #704**

TITLE Technology Support Specialist "Help Desk"

GENERAL SUMMARY

The Technology Support Specialist provides on-demand technical assistance and support for all technology users in the district via telephone, email and the online HelpDesk system. This includes software, hardware and operational support to ensure minimal down time and greatest staff productivity. The Help Desk Specialist will provide limited office support as needed for departmental operation. This position will be the primary contact point and provide support for the district information system.

ESSENTIAL JOB FUNCTIONS

The Technology Help Desk Support Specialist may perform all or a combination of the following:

1. Provide technical assistance and support for all technology users in the district for network/hardware/software issues.

Typical work:

- a. Assist staff members on-demand with problems relating to daily or routine technology usage.
- b. Analyze symptoms the user is reporting.
- c. Diagnose user problems.
- d. Determine appropriate solutions for the user.
- e. Advise user of possible causes of the problem and precautions necessary to avoid additional issues.
- f. Handle questions pertaining to software and hardware necessary to facilitate completion of job
- g. Determine when problem requires contacting higher level support or Field Service Technical Support.
- h. Function as the department's web master
- i. Work cooperatively with other Field Service Technicians.

2. Maintain appropriate documentation of technical service as provided throughout the district.

Typical work:

- a. Log all calls as to origin and type and track amount of time needed to complete entire service process.
- b. Document repeated calls by type and origin and evaluate as to the need for additional training or other systemic issues.
- c. Recommend to Technology Director potential solutions for developing issues.

- d. Coordinate Field Service Calls for Field Service Technicians.
 - e. Assist in training staff regarding either changes in technology or areas of concern.
 - f. Manage and maintain departmental budget records
 - g. Advise users of the necessary changes in operations due to new installations.
 - h. Order technology equipment including hardware and software.
 - i. Consult and or assist manufacturer's representatives in the installation of new or malfunctioning equipment.
 - j. Utilize support management software as appropriate to assigned tasks.
 - k. Develop training materials and resource guides for end users in response to new software and hardware deployments.
 - l. Manage departmental inventory including hardware and software assets.
3. Determine causes of computer/software/network malfunctions through evaluation and testing and resolve via additions, modifications, repair, or external support assistance.

Typical work:

- a. Evaluate symptoms of malfunctions for possible causes.
- b. Interpret system messages and symptoms systematically.
- c. Diagnose problems via testing and information gathering using a systematic approach.
- d. Advise users of alternative approaches if operator error is determined to be cause.
- e. Resolve problems by taking appropriate actions relative to the specific problem.
- f. Perform minor repairs and or installations at site.
- g. Modify system parameters as necessary to resolve problems.
- h. Advise Field Service Technician if maintenance service is necessary.
- i. Document / Report methods/processes for support software analysis.

REPORTING RELATIONSHIPS

This position reports to the Director of Technology.

MENTAL DEMANDS

Experiences frequent interruptions; required to meet inflexible deadlines; requires concentration and attention to detail; may occasionally deal with distraught or difficult individuals. Must be able to maintain a "customer first" attitude when under stress.

PHYSICAL DEMANDS

Required to sit for prolonged periods; exposed to visual display terminal for prolonged periods; dexterity and precision required in the operation of a computer.
Ability to lift up to 70 pounds.

QUALIFICATIONS

1. **Required:**
 - a. High school graduate or equivalent.
 - b. Proven experience supporting recent computer desktop hardware.
 - c. Demonstrated ability to effectively prioritize workload.
 - d. Proven experience supporting Windows XP, and Windows 7 operating systems.
 - e. Proven experience using and supporting Microsoft Office 2010.
 - f. Demonstrated experience supporting E-mail and a LAN/WAN.
 - g. Experience with supporting basic network troubleshooting tasks.
 - h. Access to personal transportation and possess a valid driver's license.
 - i. Ability to work hours other than 8 a.m. to 5 p.m.

2. **Demonstrate ability to:**
 - a. Communicate politely and effectively both written and orally.
 - b. Coordinate effectively with user personnel and management at all levels.
 - c. Apply systems-thinking in applying problem-solving solutions.
 - d. Monitor progress of projects.
 - e. Work on multiple tasks with minimal supervision.

3. **Desired:**
 - a. Minimum of two years of college or trade school education in a computer related field and at least two years of demonstrated experience with computer desktop support in an enterprise organization.
 - b. Experience using and supporting the SunGard suite of information management products.
 - c. Any of the following certifications: A+, Network+, MCSP, MCSE, CCNA.

UNIT AFFILIATION

PSE - Technical

CONDITIONS

The preceding list of essential functions is not exhaustive and may be supplemented as necessary.

CLASSIFICATION HISTORY

Posting 4/06

Posting 9/2013