AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**ANALYST FACILITIES MAINTENANCE HELP DESK**			PAY GRADE:	**IT 3**
DUTY DAYS:	**260**	FLSA STATUS:	**NON-EXEMPT**	DATE REVISED:	**08/31/2026 HC**
FUNDING SOURCE:	**THIS POSITION IS PARTIALLY OR FULLY FUNDED THROUGH LOCAL AND/OR GRANT SOURCES. CONTINUED EMPLOYMENT IN GRANT-FUNDED POSITIONS IS CONTINGENT UPON AVAILABILITY OF FUNDS.**				

MINIMUM QUALIFICATIONS:

This position requires a high school diploma or equivalent and four (4) years of progressive computer related experience, or a two-year computer related degree.

SKILL REQUIREMENTS

This position requires knowledge and background in maintenance, facilities, or operations. Incumbent will provide customer service and perform advanced-level system support work with automated information resources equipment including several different hardware environments, software applications and telephone systems. Incumbent must also demonstrate excellent verbal, written and interpersonal communications as well as analytical, problem-solving and project management skills. Good oral and written communication skills and ability to communicate ideas and receive directions. Be detail oriented and be able to work under tight time restrictions to meet deadlines. Be a self-starter and work with minimal supervision. Be able to work on a team or individually. Be able to conduct training of technical and non-technical end users. Be able to effectively interact with technical and non-technical users and work with other NSS and campus staff to engineer solutions for imaging and application distribution. Proficiency with the Google Suite or equivalent is required for documentation purposes. These skills will frequently be called upon to provide effective record keeping, development of training material to train end users, communicate problems and resolutions, complete heat tickets, develop processes, policies, and procedures.

JOB PURPOSE AND RESPONSIBILITY

Under the supervision of the CMMS Supervisor, the incumbent must demonstrate excellent verbal, written and interpersonal communications as well as analytical, problem-solving and project management skills. This position uses telephone and customer service skills to resolve user's problem calls within established time frames and meeting Service Level Agreements. Incumbent will provide training to AISD Staff in the implementation and use of computer and peripheral systems. This position compiles operational statistical data and renders performance and status reports. This position is responsible for performing a variety of computer support duties under limited supervision. The principal emphasis is on applying intermediate technical skills and knowledge to create operational reports and provide additional technical support in BAS monitoring systems. Independent judgment, attention to details and the ability to work under a deadline, is required in creation and maintenance of operational reports and BAS monitoring. Training will be provided to enable the incumbent to work on a variety of Enterprise class applications.

ESSENTIAL FUNCTION

- Lead special projects that involve an assigned campus, group, or department.
- Research, pilot and recommend best practices to improve departments overall efficiency.
- Communicate service repair requests submitted by Austin ISD Staff through the District's work order system.
- Work with Facilities and Construction Management Departments to assess maintenance needs.
- Provide Computerized Maintenance Management Software training for internal and external customers.
- Communicate with internal and external customers via phone, in person or digital solutions and email.

- Maintain Service Center Customer Support using Contact Center application.
- Provide Work Request updates to customers.
- Assist as a Computerized Maintenance Management Software subject matter expert.
- Maintain Business Intelligent Software.
- Maintain Business Intelligent Software report updates.
- Provide Microsoft Business Intelligent Software ad hoc and new report requests.
- Provide Computerized Maintenance Management Software technical support for internal and external customers.
- Maintain inventory of computer equipment and software, document transfers, and adhere to software licensing procedures in coordination with the District's IT department.
- Provide technical support and formal training to Austin ISD staff.
- Maintain support request documentation in the District work order system.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required...

PHYSICAL EFFORT AND WORK ENVIRONMENT

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. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

Tools/Equipment Used: Personal computer and peripheral

Posture: Prolonged standing; frequent kneeling/squatting, bending/stooping, pushing/pulling, and twisting

Motion: Frequent walking and heavy physical effort

Lifting: Regular moderate lifting and carrying (45 pounds); lift and move equipment

Environment: Work outside and inside; exposure to extreme temperatures (hot, cold, and inclement weather), humidity, and prolonged sunlight; work on uneven or slippery surfaces; frequent exposure to noise

PERSONAL WORK RELATIONSHIPS:

This position reports directly to the appropriate supervisor of the department. This position has contact with administrators, staff and service center employees.

The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

Employee Signature:		**Date:**	