

LOCKPORT TOWNSHIP HIGH SCHOOL DISTRICT 205

TITLE: Help Desk Manager

QUALIFICATIONS:

- Some post-high school education in Technology or a related field is preferred.
- Excellent verbal and written communication skills are required.
- Experience with Google Apps, student information systems like Infinite Campus, and help desk software is preferred.

REPORTS TO: Director of Technology

CONTRACT: 12 Months/260 days

BENEFITS:

- Comprehensive Benefits Package: This position includes all benefits as outlined in the District 205 TIER III Employee Benefits and Work Procedures Book.
- Retirement Plan: This is an IMRF (Illinois Municipal Retirement Fund) position.
- FLSA Classification: This is a non-exempt, hourly position, eligible for overtime pay.

PERFORMANCE RESPONSIBILITIES:

- Resolves user problems directly, and manages incoming calls by screening and transferring them to the appropriate staff.
- Attends walk-ins by staff, students, and parents.
- Supports students and parents with Parent Portal passwords and log in information.
- Performs tasks related to the Student Information System including adding/deleting staff and maintaining ad hoc reports.
- Performs tasks related to the Active Staff Directory including adding and deleting users to the domain and placing users in the proper Organizational Unit.
- Supports staff in all uses of Google Drive including Google Work Space for Education (GWSE), and related technologies.
- Works to become GWSE certified.
- Manages District technology assets including checking in/out staff laptops, maintaining inventory of Google Chromebooks inside the asset management system, and removing inventory for recycling.
- Maintains the internal phone system including updating extensions for staff members and providing a phone directory.
- Assists in the department's purchasing and procurement processes.
- Coordinates and assists with the setup of professional development sessions conducted by the department.
- Enjoys working collaboratively with others as part of a committed, dedicated team.

- Thrives on the challenge of contributing to a fast-paced office that requires hard work, flexibility, team effort, and the ability to handle multiple priorities.
- Performs other duties as assigned by the Directory of Technology.

EVALUATION:

- Performance of this job will be evaluated yearly by the Director of Technology in accordance with provisions of the Board of Education policy.